

24*7 support across teams and geographies to enable a leading consulting firm to address research requirements on a real-time basis

BACKGROUND & CHALLENGE



A leading global consulting firm was looking for a research partner that can support its teams across different domains and geographies to fulfil the demanding and time-bound requirements from its clients. The firm needed an extended research arm that can provide high-quality, quick-turnaround research support across different domains and time zones.

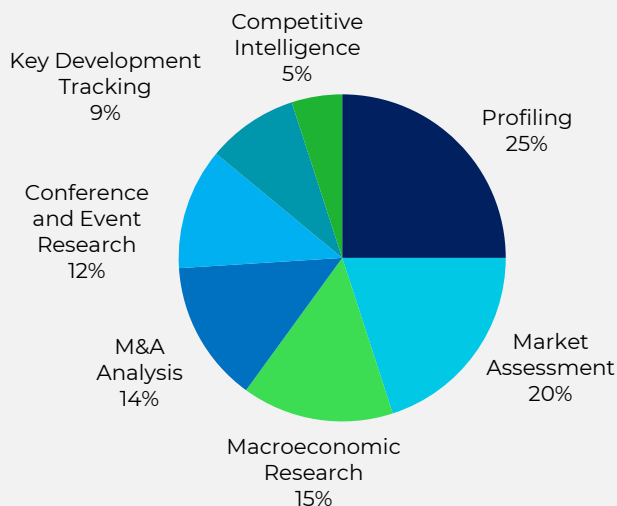
FULD & COMPANY'S SOLUTION



Fuld & Company set up a dedicated research desk, which has gradually evolved into a 30-member team, to support the client's research requirements across the pharmaceutical and healthcare, metals and mining, corporate finance, private equity, data analytics, and other domains/teams.

The desk delivers 24x7 research support in 15+ languages, with an average response time of <15 minutes. Multiple process directives, such as weekly governance calls, defined utilization and quality KPIs, daily project pipeline tracker, and project feedback forms, have been established to ensure optimum efficiency and smooth workflow management. In addition, based on the client's requirements, Fuld + Company offers resources beyond the dedicated capacity for both onsite/remote needs.

Assistance provided across range of services



OUTCOME FOR CLIENT



The engagement with Fuld + Company has enabled the client to address research requirements on a real-time basis while focusing more on its core competencies. Further, the client's and Fuld + Company have held frequent discussions to expand and diversify the engagement.