

VOICE OF OUR CUSTOMERS

FY 2020-21 - Q4 INSIGHTS

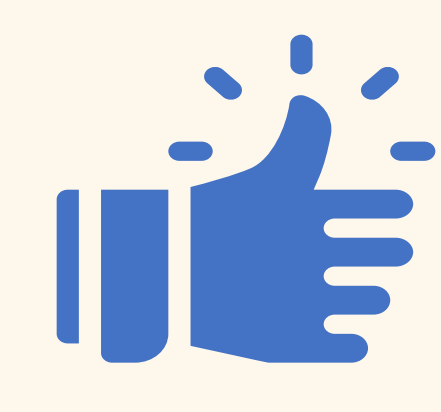


+43

Net Promoter Score (NPS)



90% client satisfaction



8.2 (out of 10)

Recommendation Score



Highest amongst consulting partners in the industry



Smaller Teams drive Higher Satisfaction among Clients

Client satisfaction was **10%** higher with 1-5 member teams compared to large teams

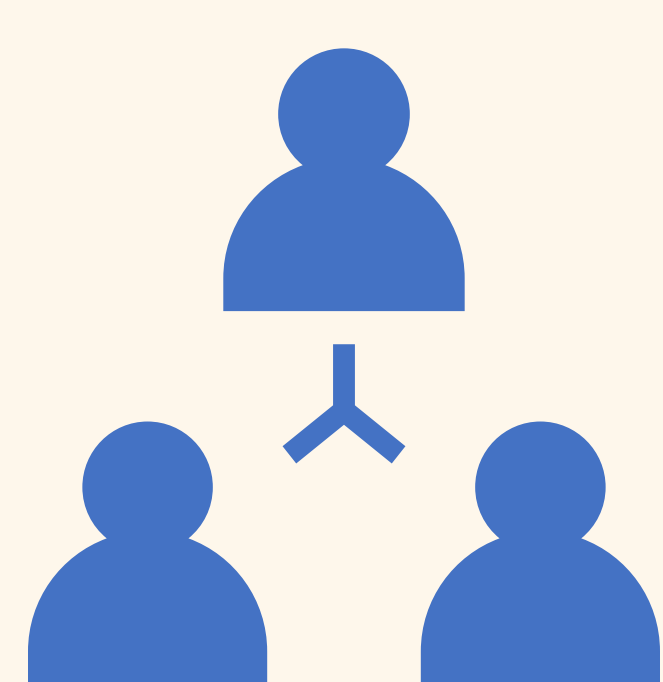
- Small teams working closely with clients are better aligned, driving increased efficiency, especially in the remote working model
- Clients see increased value with smaller teams as they show tighter management and alignment to objectives



Co-located Teams are Better Thought Partners

15% more clients see co-located teams to be thought partners than distributed teams

- Co-located teams are preferred for thought leadership and collaboration; distributed teams are ideal for well-defined, execution-based engagements
- Colocation removes the overhead on communication resulting in faster turnaround



Team Balance Trumps Experience

20% more clients got actionable insights from teams with balanced experience compared to a highly experienced team

- Flexibility of creating a balanced team with the client's overall needs in mind has worked better than a cherry-pick-based approach
- Clients have also benefited with more insights being driven from balanced teams that have been setup for them



Optimally Utilized Teams Outperform Overworked Teams

12% more clients received actionable insights from teams that utilized the workforce efficiently without compromising on quality

- Optimally utilized teams have shown to have the mind space to focus on driving insights
- Quarterly Business Reviews are a great way to partner with clients and prioritize near-term goals to ensure teams are optimally set-up