**Written Self-Assessment Form**

This award is focussed at companies who operate broadly across the supply chain to support the effective delivery of a CPs service. This could include back end infrastructure suppliers (network switches, voice gateways, SBCs etc), voice wholesalers, vendor platforms (e.g UCaaS providers) or connectivity support. The company will demonstrate how their products and services have helped their customers operate both seamlessly and efficiently, whilst helping to tackle specific challenges (such as network security or resilience for example) and remove certain barriers. .

The written self-assessments need to demonstrate superiority across four dimensions:

* Service provision and performance
* Innovation
* Customer satisfaction & service
* A relevant case study

**Please fill out this written self-assessment form (keep the document size to no more than four pages of A4 - minimum size font: Arial 10) and send to** [**team@commscouncil.uk**](mailto:team@commscouncil.uk) **by end of play on 24th May 2024.**

**Entrants are also welcome to send a short video (2 mins max) to showcase your company and outline the reasons (that have been documented in the written entry) as to why you should be considered as the best industry enabler.**

**Additional supporting documents can be supplied via email, including testimonials, relevant data or evidence that showcases take up.**

**State the name of your company and the product/service you are entering**

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**Service provision and performance (40%)**

a. Describe the service that you provide. How is it supporting in the delivery of your customers' service? Do you have any operating performance metrics that outline reliability and efficiency of the service?

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b. How does/can the service or product support the broader industry? What barriers to entry is it removing, or improved efficiencies is it creating?

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c. Outline (where possible) any metrics of growth (revenue/profit, increase in sales, service improvement etc) that your service is delivering both for your own customers as well as for your own business. Include any major milestones for your customers that showcases a positive direction of travel.

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**Innovation (15%)**

What has gone into the solution (insights, invention, etc.)? Is your service offering new to the market in the past twelve months or are there new innovative additions to the service that you have rolled out to customers in that timeframe?

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**Customer Satisfaction & Service (20%)**

a/ How do you measure customer satisfaction? What metrics/results have been attained?

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b/ Outline your customer support service and the ways/options in which customers can resolve problems smoothly.

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**Case Study (25%)**

Please provide a comprehensive example or evidence of how your service has been deployed successfully over the past 12 months. This can take the form of a video, testimonial or other supporting documentation**.**

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