**Written Self-Assessment Form**

This award recognises the company that has produced the standout solution that has been effectively deployed and adopted across multiple jurisdictions. The winning entrant will demonstrate how the solution has performed commercially, whilst demonstrating innovation and complying with various local regulatory requirements. Outlining how its provided a local flavor and adapted the service successfully to different countries and/or regions, whilst maintaining core functionality across a group enterprise is required. If it is a new service it should show customer take up, if its an older service it should demonstrate both year on year customer growth and retention.

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

* Business/Solution performance
* Innovation & service improvements
* 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** **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 multi-national service in class.**

**Additional supporting documents can be supplied via email, including testimonials, relevant data or evidence that showcases take up. Please limit these to 2 additional pieces of evidence.**

**State the name of your company**

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**Business/Solution performance (30%)**

a/ Service Performance Section - describe your multi-national service(s) that you provide to your customers and how you deliver it effectively and resiliently, managing the various regional/local challenges. How does the solution adhere to international regulatory requirements?

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b/ Revenue / Profit Growth - how much has your multi-national service(s) helped grow your business over the past twelve months? Outline (where possible) any metrics of growth (revenue/profit, percentage growth of the mulit-national service, increase in customers/lines/seats/minutes etc) along with other major milestones for the business that showcases a positive direction of travel.

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**Innovation & Service Improvements (20%)**

* 1. How has your service innovated in the past twelve months? Are there any completely new services to your portfolio or new additions that have improved existing services? How does this provide better functionality and improve the customer experience?

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* 1. How strong is the customer adoption of the innovation(s) or new changes? Has this had a positive impact on sales?

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**Customer Satisfaction & Service (25%)**

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. How do you manage multilingual issues and multiple timezones?

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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. As indicated, additional information in the form of a video, testimonial or other supporting documentation can also be added.

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