

# Best IT Services Client Experience

This award recognises IT and technology service providers delivering exceptional client experience through service quality, responsiveness, technical expertise and long-term client support.

Submissions should be no more than 2000 words in total, including a 250-word summary. Supporting materials may be included where relevant.

Overview (250 words max)	<b>Briefly describe your organisation, the services you provide and the types of clients you support.</b>
Understanding Client Requirements	<b>How do you understand client operational, technical and business requirements?</b> Include how your services adapt to different client needs and environments.
Service Delivery & Responsiveness	<b>How do you ensure clients receive reliable, responsive and high-quality technical support and service delivery?</b> Include communication, issue resolution, account management and management of critical incidents or outages.
Client Relationships and Support	<b>How do you maintain strong long-term client relationships?</b> Include ongoing support, proactive communication, strategic guidance and service consistency.
Results and Client Outcomes	<b>Provide evidence of client satisfaction, retention, service performance, operational improvements or measurable business outcomes achieved for clients.</b>

## Scoring (100 Points Total)

- Understanding Client Requirements: 15
- Service Delivery and Responsiveness: 30
- Client Relationships and Support: 20
- Results and Client Outcomes: 35

## Tips for a Successful Entry

- Answer each section clearly using the headings provided. Marks will be based on the evidence you include.
- Focus on what you did and the results it delivered. Include data where possible.
- **Only the first 2000 words of your entry will be assessed.**
- There is a 10MB limit per file for supporting documents. Contact the awards team if needed.