7 Alpha Hallmarks of Leading Client Service Teams

1

Leaders are **2x** more likely to have a documented service offering

They prove that clients receive fair and equal service

2

Leaders onboard segregated mandates **4 weeks earlier**

They maximise their revenue of assets 'won'...

3

Leaders lose **52 bps** less* on rebate overpayment

(*of equivalent annual rebate value)

...whilst demonstrating value by controlling their costs

4

Leaders are **28%** more likely to have codified obligations

They reliably deliver on their obligations...

5

...and respond effectively to ad hoc requests too

Leaders resolve queries **3x faster**

They measure and respond to client feedback...

6

Leaders are **25%** more likely to monitor client satisfaction

...and they defend assets as fiercely as they competed to win them

7

Leaders are **27%** more likely to internally recognise successful asset retention

Source: Alpha 2020 Global Client Services Benchmark.
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