

The client voice leads our service model

Our dedicated client services director conducts satisfaction assessments through a mix of direct telephone calls, client visits, and web-based client satisfaction surveys. During this assessment process, we check to verify that we are delivering on the promises made during the proposal process and that your needs and expectations are being met as defined during the client service planning phase of the engagement.

We welcome the opportunity to discuss how we can help you meet your goals.

Connect with us: bakertilly.com

This client feedback is formally documented then shared with the engagement team and respective managing partner. We take action based on the comments and suggestions we receive.

We ask clients to rate their satisfaction levels on a 1-10 scale (10 being highest). In the 6 months ended December 31, 2010 74 percent of responding clients gave us 9 or 10. In the last year clients that gave us a score of less than or equal to 7 for the prior year, gave us an average of nearly 2 points higher due to specific actions taken to improve the client service experience.

The client service plan

It's all about you (and we wouldn't do it any other way)

A critical component of our engagement planning process is the development of a client service plan that defines our service delivery to your organization. We work with you to build the exact level of detail you desire to provide comfort that your needs are truly understood.

We utilize a web-based system to hold and track these planning commitments. This enables seamless access by all members of the engagement team whether they be in audit, tax, consulting, or specialty services.

When we give our word regarding transition, process efficiency, accountability, timing, seamless delivery, and quality, this tool helps make sure we deliver on what was promised.

