

About Us



Customer Care Research

Business Research Consultants





Independent
Customer Focused
Research & Communications
B2B & Consumer



Actionable Information
Relationship Maintenance
Existing Customers
New Business
New Product / Service Development



1st Class Research & Information Projects
Client / Consultant Partnership





Strategy

Databases & Categorisation

Information Collection

Analysis

Knowledge Management



Business People

Not Simply Researchers



Assist & Help

Strategic Improvement / Development Plans





In Other Words

To Help Make It Work!





But are you testing.....

Expectation, Satisfaction or Appreciation?



LEASING
MORTGAGES
INSURANCE
HEALTH CARE
MEDICAL
GOVERNMENT
ENVIRONMENT
FUELS
LEGAL SERVICES
CONSTRUCTION
PROPERTY

CORPORATE FINANCE
FINANCE
FINANCIAL SERVICES
HEALTH INSURANCE
MARKETING
LOCAL GOVERNMENT
WATER & POWER
BREWING & BEERS
VENTURE CAPITALISTS
HOUSE BUILDING
ESTATE AGENCY

Some of our client sectors...



CORPORATE IT
COMPUTERS
TRANSPORT
INDUSTRIALS
FASHION
TRAVEL
HOTELS
DESIGN
PRINTING
ADVERTISING
MEAT PRODUCE
CHARITIES

SYSTEMS DESIGN
LOGISTICS
COURIER & PARCELS
COMMERCIALS
CONFERENCE VENUES
CATERING
TOURISM
GRAPHICS
PRESENTATION
INCENTIVES
AIRPORTS
FUNDRAISING

Some of our client sectors...





Customer Satisfaction Research
Client Contentment & Appreciation Research
Reputation, Image and Brand Reviews
Disloyalty and Exit Investigations
Competitor Price and Service Investigations



Contract and Policy Pre-Renewal Interviews
Performance Benchmarking and Tracking
New Product Development
Employee and Management Surveys
Communications
Advertising and Promotional Research

Some of our services...





Consultancy and Advice
Customer Maintenance Regimes
Customer Care Training



Database Management
Database Construction
Database Software Development
Contact Management Software
Operational Software Development
IT Consultancy and Implementation
Mail handling

Some of our services...





Our Service Umbrella



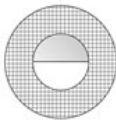
Business Research
Consultants Group



Customer Care Research
Business Research Consultants

commercial-eyes



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Customer Care Research
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