

## Award: Legal Supplier of the Year

**Open to:** Any organisation which serves the legal profession (older and vulnerable client sector)

This organisation really understands the unique requirements of legal firms and is able to design products and services which are innovative, robust and uniquely tailored to their customers' needs. They understand the challenges faced by firms and work in partnership with them to develop solutions that improve efficiency, streamline processes and help their customers to deliver excellence in client service. They also understand that many people struggle with change i.e. doing things differently. They are sensitive to this issue and integrate change management with their product and service delivery. They also provide excellent after sales care and on going support for their customers.

### Requirements

Your submission will need to consist of 3 main parts:

#### **Part 1 – Your covering statement** (a maximum of 150 words)

This should state why you should win this award.

#### **Part 2 – Your full submission** (a maximum of 1000 words)

Your submission must tell the story about why you should win the *Legal Supplier of the Year* award and must also cover the specific criteria below:

1. Talk about how you work in partnership with your customers to deliver exceptional customer service
2. Talk about how you have been innovative in your product development to produce a best in class product or service for your customers
3. Give an example of how you have helped a customer sort out a tricky situation
4. Talk about the working environment and culture you have developed for your own staff and how this helps you to deliver exceptional customer service on the one hand and product innovation on the other

Please provide one piece of supporting evidence in an appendix to your submission, clearly stating to which of the four points above your evidence relates.

#### **Part 3 – Your Pearl of Wisdom** (a sentence or short paragraph)

What one piece of advice would you share with the audience to help them in their work? This could be a technical insight, a tip, an observation, or something that works well for your customers, advice shared with you that has stuck with you.

NB: The best pearls of wisdom may be shared with the audience as we would like to give audience members something really useful to take away from the Twilight Awards.