

Client Service: How Are Managers Measuring Up?

Research from “*Client Service: What It Takes to Walk the Talk*”
by SEI Knowledge Partnership

It’s a truism that
CLIENT SERVICE
is a **differentiator**
for managers...



98% of interviewees say the **quality of client service** is a significant factor in hiring decisions.

96% said client service is an effective way for investment organizations to distinguish themselves in the marketplace.



But **Managers and Investors**
DON'T SEE EYE TO EYE
on the quality of client service currently being delivered.



BEST WAYS for a manager to enhance customer service.

Customize your service for your investors
Nearly 95% of respondents agreed that alternative and traditional strategies pose different client service demands.



Add resources
69% of investors and 70% of consultants said managers felt that managers were understaffed.

To learn more, download SEI’s white paper
“What it takes to Walk the Talk” available at seic.com/ClientService.