



# Client Survey Report

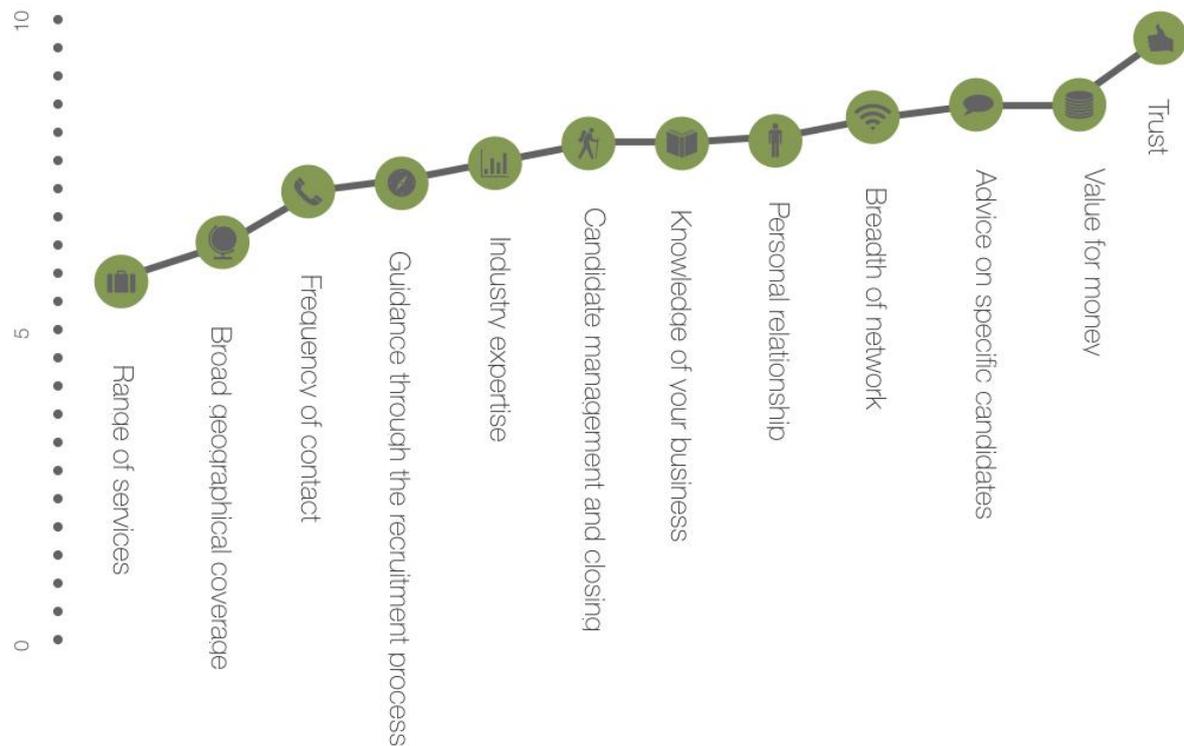
## 2017



# Global Procurement Technology Recruitment

Over the course of 2017 we have surveyed our key customers to understand why they work with us, what we do well and how we can improve. The results are very interesting and make for positive reading from our perspective. Here are the various questions we asked along with the relevant data.

When selecting a recruitment company what importance do you assign to the factors below?



The answers available in this section represent the key qualities that we believe we offer our clients. From our perspective we rank our specific industry expertise as one of the most important things we offer our clients yet it's ranked eighth out of the twelve categories available. It's clearly still an important factor given that it scores 6.3 out of 10, but typical values like trust and value for money clearly come out on top for our regular customers.

We are pleased to see breadth of network score well here as we view this as one of our most important attributes.

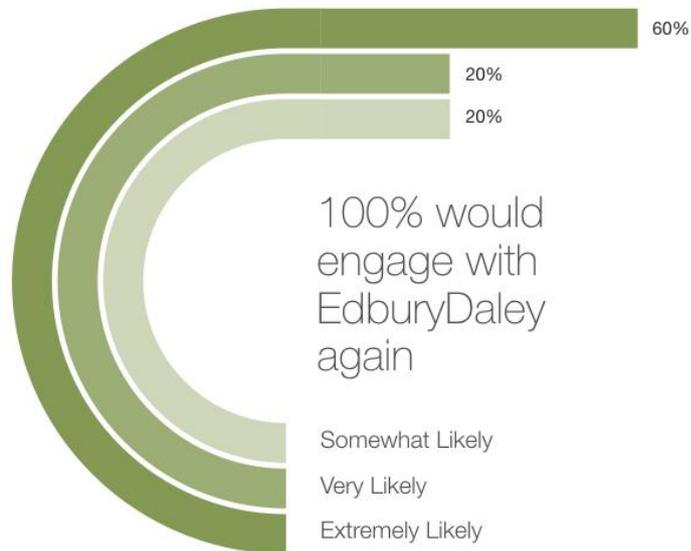
Are there any other recruitment services you would value?  
 Please select all that apply.



Interesting to see competitor staff mapping and bespoke salary research come out on top here, perhaps reflecting the amount of work we do in the procurement technology sector where there is clear competition to hire rare skill sets and a lot of movement between competing organisations.

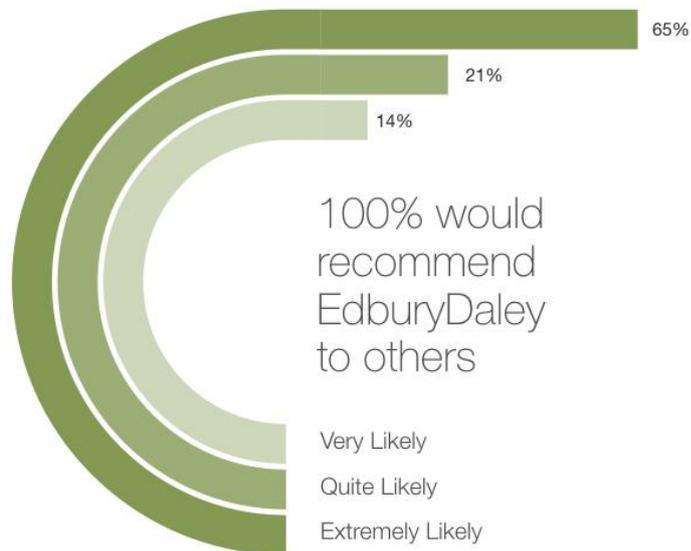
We were surprised to see that no one is interested in recruitment process advice given our expertise in this area. However most of our key customers are generally good at recruitment and do understand what it takes to attract the best available talent.

How likely are you to engage with Edbury Daley again?



Really pleasing results from our perspective. With so many recruiters to choose from, it's good to see that our clients are loyal and want to work with us again and again.

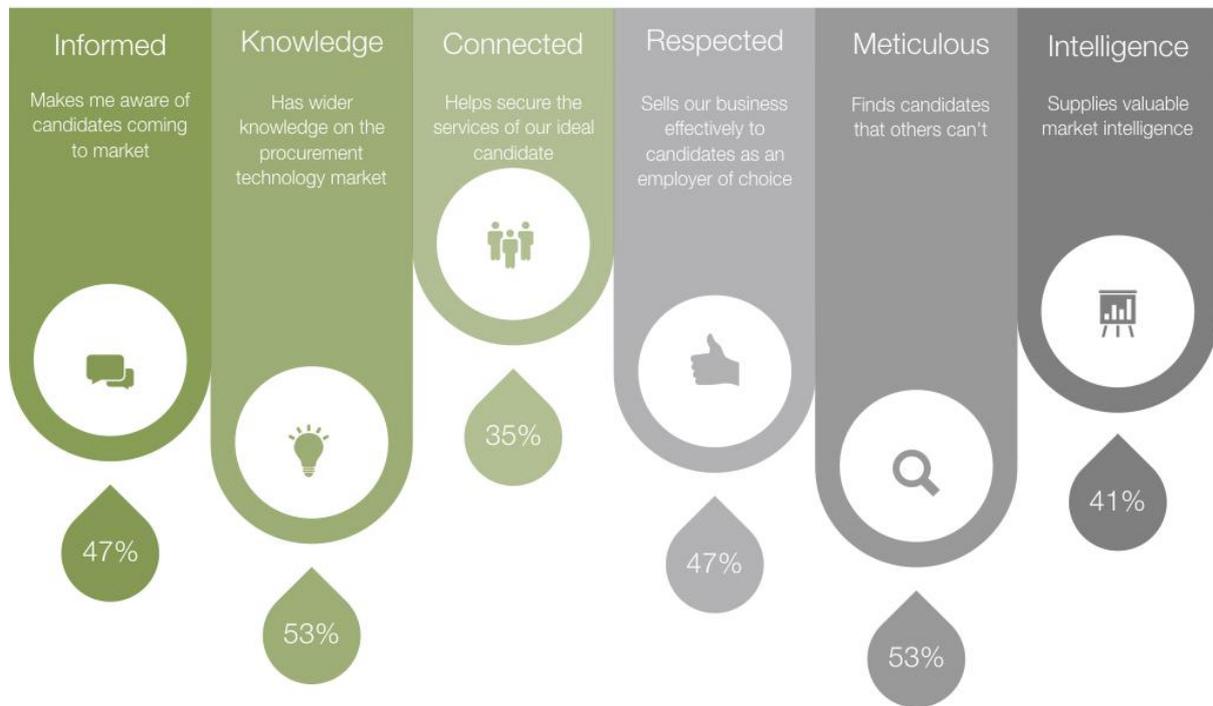
How likely are you to recommend Edbury Daley to others?



Personal recommendations count for a lot in business, particularly in such an emotive and important subject as recruitment so with 65% "extremely likely" to recommend us, this is a clear message that we provide a service our clients value.

We have a lot of anecdotal evidence that people recommend us to colleagues and friends and that has a significant impact on the breadth and depth of our personal networks.

## How does Edbury Daley make a difference to your business?



There is no better praise for a recruiter than for a client to say "he/she finds candidates that others can't."

It's clear from this survey that recruiting companies are valued for a range of qualities, but ultimately what we are judged on is our ability to find the right person for a role which is difficult to fill, whatever the reason for that might be.

We pride ourselves on this quality and work hard on every project to ensure we deliver what the client needs.

It's also great to see that our clients value our knowledge of the procurement technology sector and the difference it can make to them as it's central to our offering as a business.

If any of the points raised in this report are of interest to you, please contact us via [info@edburydaley.com](mailto:info@edburydaley.com)

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