



AGN International

Standards &
Client Service

excellent
connected
individual

WHO WE ARE

AGN is a worldwide association of separate and independent advisory businesses. Approaching 200 in 80 countries, our members deliver a range of accounting and consulting services to individuals and organisations, across the globe.

- Member firms collaborate to meet clients' needs and deliver **excellent** service by sharing experience, knowledge and working collaboratively to address cross-borders interests.
 - Members are **connected** through strong relationships, linked by a spirit of global cooperation directed toward serving clients' interests.
 - Real **individuals**, three-dimensional personalities and trusted professionals that you would appreciate on your advisory team.
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NOT A NETWORK - SO WHAT?

AGN is an association rather than a network, which are different regulatory structures in the accounting industry. Networks sometimes share a common global brand and client service methodologies, typically for certain audits. But it should not be assumed that this necessarily delivers superior client solutions.

At AGN, our members are subject to pre-admission review and annual confirmation of good professional standing. Our members commit to standards of customer service and compliance with local laws and regulations. They build trust and reputation with clients and fellow members using their own brands, rather than somebody else's. They execute business strategies and employ service methodologies appropriate to their clients' needs and local requirements, rather than centrally mandated approaches as in some networks. This allows clients to benefit from a straightforward and practical business advice with local commercial know-how - the hallmark of AGN members.

HIGH STANDARDS AND CLIENT SERVICE AT THE HEART OF HOW WE OPERATE

PRACTICAL ADVICE, LOCAL KNOW- HOW, WHEREVER THE NEED ARISES

STANDARDS

Client service charter

The common
client service
framework
that sets the
benchmark for
all AGN member
firms.

DELIVERY

Client collaboration portal

The practical
working tool
that connects
our members
and can link with
their clients -
worldwide

SATISFACTION

Customer satisfaction monitor

The online system
for capturing, and
acting on client
feedback about
their experience.

CLIENT SERVICE EXCELLENCE

OUR COMMITMENT: HIGH STANDARDS ARE AT THE HEART OF OUR MISSION

Along with 'Connected' and 'Individual' - 'Excellent' is one of our core values.

Admission to AGN membership is only after a formal application and peer review process, which assesses the applicant's structure, activities and approaches to matters including independence, ethics, regulation and oversight. With a dedication to being commercial, pragmatic and genuine, all AGN members commit to a detailed Client Service Charter as a term of their AGN membership.

And beyond that, a membership association fosters personal relationships that are stronger than simple corporate courtesies. A camaraderie and desire to provide a level of service that you can trust – a dedication founded more on personal reputation than on bureaucracy.

CLIENT COLLABORATION PORTAL (CCP)

At AGN, high client service standards are supported by practical tools. The CCP is AGN's unique tool to underpin working together on international client projects across multiple locations, territories, or even continents.

Client teams dispersed across territories and multiple AGN firms can use CCP together to keep up to date on a particular client projects. Discussions, questions and comments are displayed with quick links, making it easy to view and contribute to them.

- **Instant messenger:** is the perfect tool to ask questions, make arrangements and send updates.
- **Group project management:** to coordinate the resources required.
- **Task and milestone management:** for file sharing and scheduling.
- **Project workspace:** secure workspaces, for keeping activities distinct and confidential.
- **File sharing:** a central "go to" file repository for fast, simple and secure file sharing.
- **Off-line file sync:** access to content regardless of location or internet connectivity.

The system uses SSL encryption to ensure your data is secure and is accredited by UKAS, has ISO/IEC 27001 ISMS certification and IASME Consortium with the Cyber Essentials certification. Data is securely hosted by InterXion, a premium data centre in the heart of London's financial district.

“The CCP has been very useful in enabling our two firms to work together. From project planning to document sharing the CCP has meant that we can be genuinely seamless in how we service a very important international client.”

**BRIAN FRANKLIN, AUDIT PARTNER,
WEINSTEIN SPIRA, HOUSTON, TEXAS, USA**

CLIENT SATISFACTION MONITOR (CSM)

Because client service and standards are critical to how we operate, we have set up our own CSM to gauge client perceptions of their experience. This is a fully transparent feedback system that enables clients to playback views of their experience of working with AGN members.

To start with, clients must agree to participate. Once this is agreed the initiating AGN firm will register the client and project details in the AGN system, which will initiate automatic communication with the client.

The program has 2 phases:



PHASE 1
Client feedback about how the initial introduction to AGN members was handled.



PHASE 2
The client is asked for feedback about how the job or project went.



OUR MISSION

AGN's mission is to enable members to support global businesses and individuals with high standards, straightforward and practical business advice and local commercial know-how, wherever the need arises.

The clients of AGN members have direct access to practical business advice within a structure of trusted relationships. Our association assists members in delivering high standards at an affordable cost; an antidote to the complexity and cost of some global service providers.



For further information or to become involved, please contact:

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