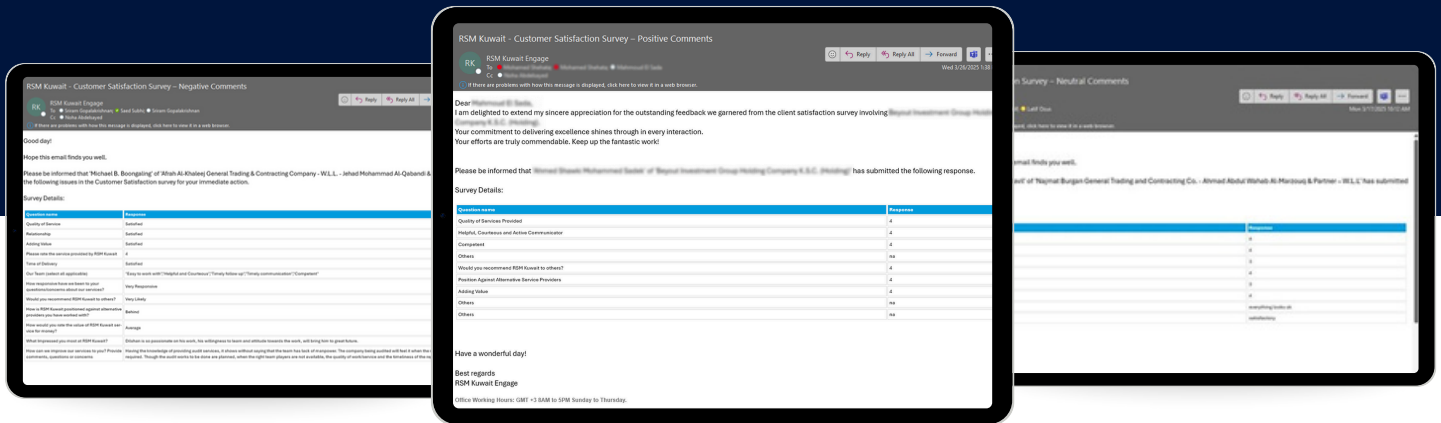


RSM in Kuwait: Voice of Client (VoC) Designed to Listen. Built to Respond

At RSM in Kuwait, client experience is at the core of everything we do. The Voice of Client (VoC) platform was developed to help us engage in a structured, proactive, and thoughtful way with those who matter most to us – our clients.



This platform reflects our belief that feedback is more than just a formality, it is an essential part of creating meaningful, lasting partnership. Integrated directly with our CRM, VoC enables us to understand how clients experience our services and what matters to them the most.

Why We Created It

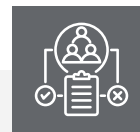
VoC was envisioned to bridge the gap between service delivery and client sentiment. Built with a clear objective to improve responsiveness, VoC empowers RSM in Kuwait to:



Collect feedback at relevant moments in the engagement lifecycle.



Transform feedback into clear, actionable steps.

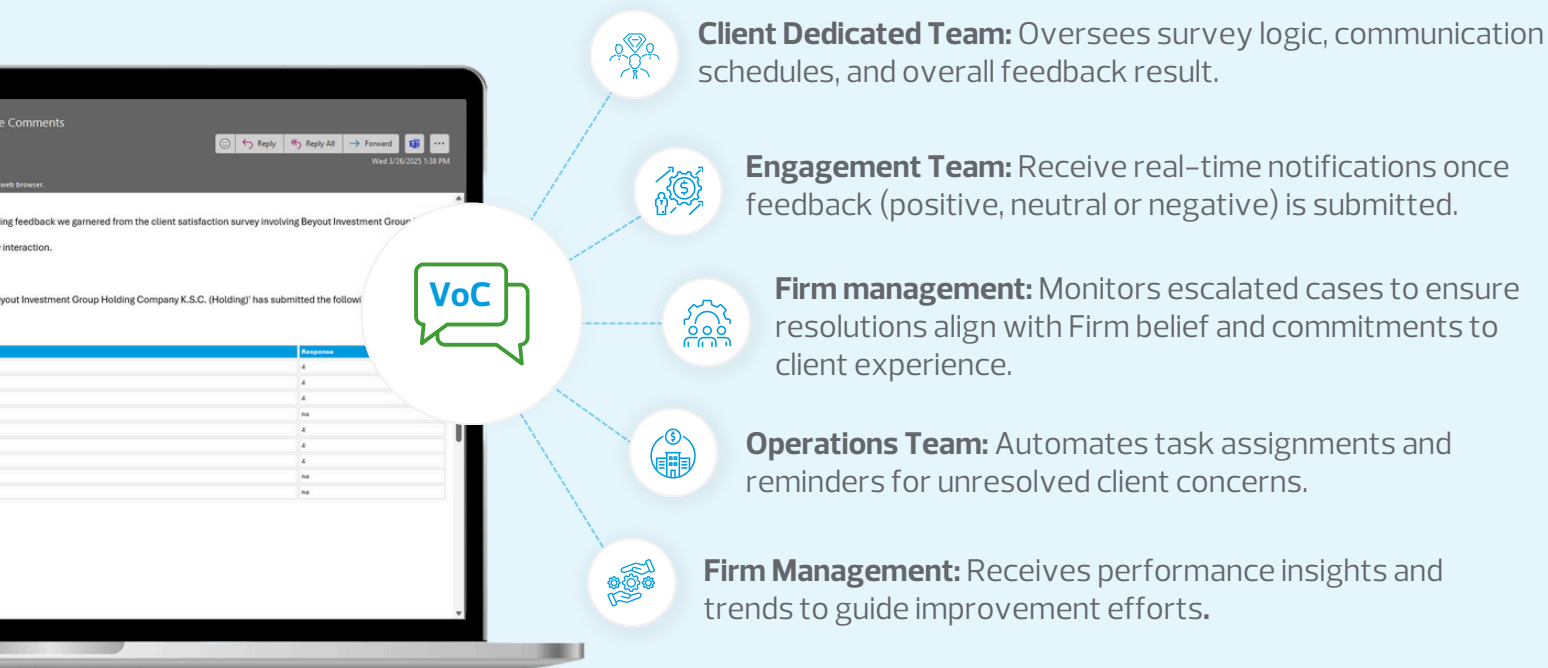


Ensure accountability and resolution through internal follow-up mechanisms.

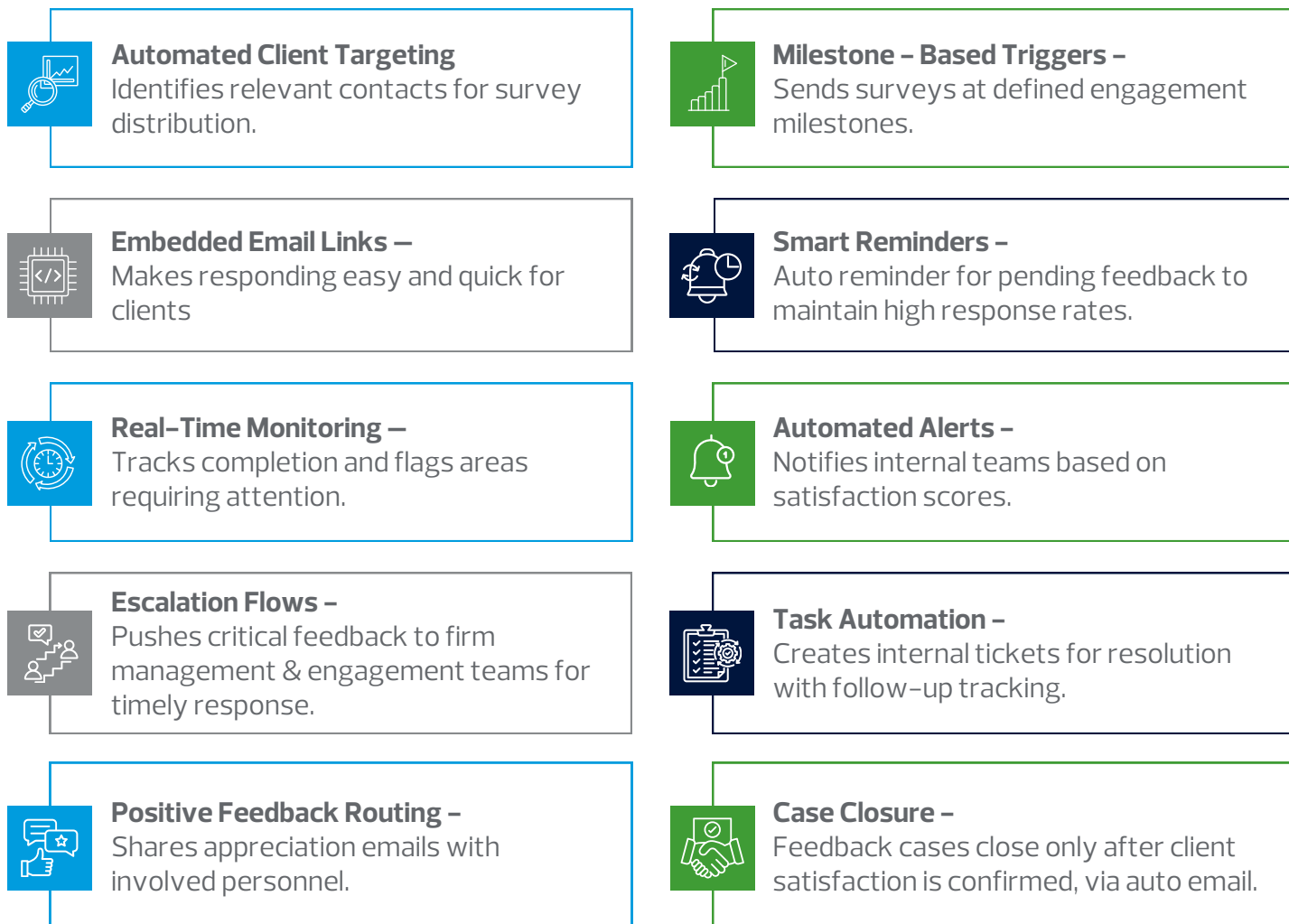
By automating feedback loops and embedding transparency into our service model, VoC turns insights into action, strengthening our partnership with our client.

Insight into Internal Operation

VoC is not just a digital tool—it is a coordinated effort led by dedicated team within RSM in Kuwait:



Key Features That Drive Engagement



Delivered Value for Clients



Timely Feedback Capture
Understand service experience as it unfolds.



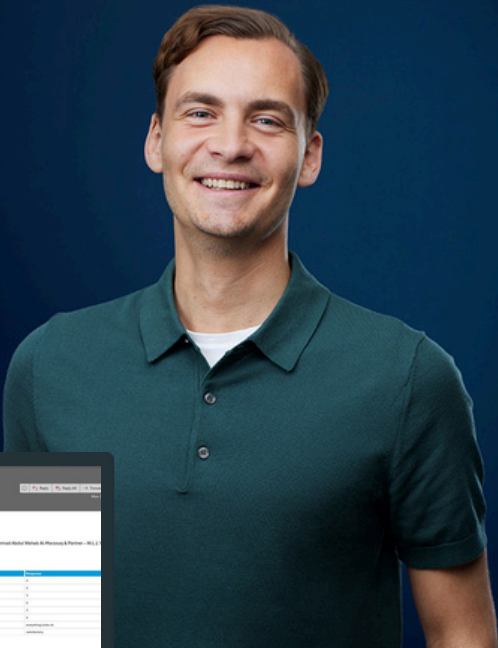
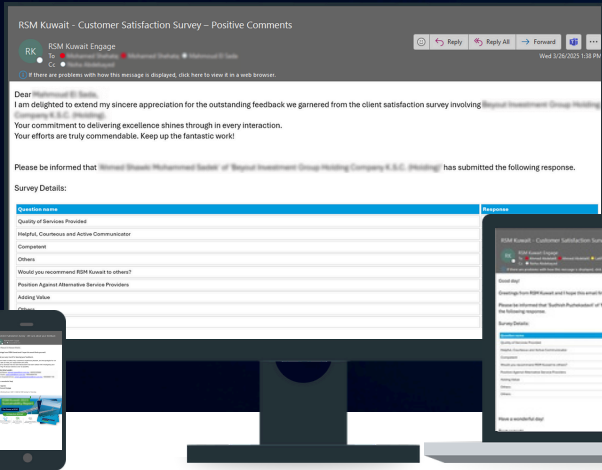
Consistent Engagement
Every response is followed up through a standard and fair process.



Transparency
Clients are consulted before closing any issues reported by them.

Benefits for Our Clients

Together, we grow through your insights. Engage, share, and let's shape the future.



Minimizes manual touchpoints with **automated workflows**



Encourages active participation with **scheduled auto reminders**



Strengthens communication and engagement throughout the engagement



Allows quicker **review and response** to feedback



Helps shape continuous **service improvements**



Integrates with Outlook for notifications and visibility



Ensures **consistent handling of feedback** with documented workflows

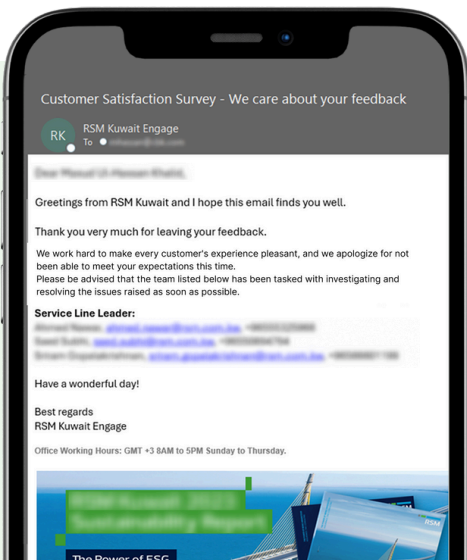
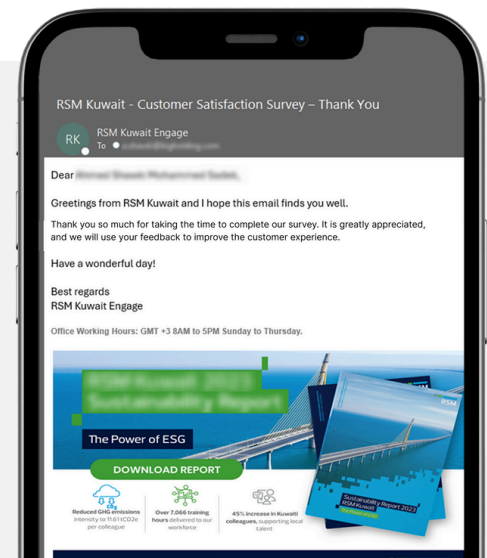


Makes the feedback process more **transparent and collaborative**

Accessible & Secure



Clients receive targeted emails with Survey links, which are specific to their engagement and the response data is captured using encrypted connections.



Supporting a Sustainable Feedback Culture



Fully digital platform that reduces the need for paper-based forms.



Supports transparent communication and engagement accountability.



Encourages client engagement-driven service development and governance.

Empowering Progress Through Technology and Expertise

At RSM in Kuwait, we combine professional insight with a connected technology platform to support collaboration, enhance decision-making, and deliver added value across all engagements.

Contact Us

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RSM in Kuwait: Voice of Client (VoC)