



1 The Printworks, 230 Long Lane, London SE1 4QA
T: 0333 240 5800 E: enquiries@nucreative.co.uk
W: www.nucreative.co.uk

Service Levels

Client Service

Client Management

- Contact reports will be issued within 24 hours of meeting.
- If requested, a weekly status report will be provided on major projects/multiple project accounts.
- Ensure that all calls and emails are responded to as promptly as possible.
- Keep the Client up-to-date on relevant information with a work in progress report.
- Provide alternative solutions for any issues that may occur.
- Inform Client of team absences. Provide replacement contact and introduce them at least 12 hours in advance.

Creative

Concepts and innovations

- Creative concepts will be presented with creative rationale where possible. Recommendations will be provided if requested.
- Creative execution will adhere to Client brand (and guidelines when provided) where appropriate.
- Creative team will attend presentation where feasible.
- A creative review and information on new innovations appropriate to the Client will be conducted on a quarterly basis if requested.

Project management

Planning and scheduling

- For large or complex projects, a detailed timing plan will be presented once an estimate has been approved and before the commencement of a project. This will be updated and redistributed when relevant.
- Project and production timing plans will be adhered to and in the event of a milestone being missed, a revised timing plan will be provided. Any changes to the final delivery will be discussed and agreed with the Client.
- NU Creative will always aim to meet the original approved timing plan and deadline. Where this is not possible, potential alternative solutions will be provided.



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Production

Costs

- A detailed budget estimate will be presented after an initial brief.
- NU Creative will proceed with the relevant action following written approval of costs.
- Concepts will be delivered on budget, in the event of a concept being over budget, we will duly inform the client and either re-cost the project or an alternative solution will be provided.
- Production cost estimates will be obtained from 3 preferred suppliers (from the Clients PSL if required). One cost estimate will be supplied based on the most appropriate one for the project.

Finance

Billing

- Any changes to cost estimates will be discussed with the Client and documented via email and an amended budget estimate.
- A final invoice will be provided at the end of the project unless otherwise agreed between NU Creative and the Client.
- A financial account review will be supplied quarterly if requested.