HO1: Email from Manager

Your manager Sam Shotton has had an initial meeting with Hadfield’s Solicitors and has sent you the below email so that you can provide some input into the proposal for this client.

What questions would you ask of Sam to gain further clarity?

-------------------------------------------------------------------------------------------------------------------------------------------

**From**: Sam Shotton, EY Manager

**Sent**: Tuesday, March 14, 2023 1.51 PM

**To**: your team

**Subject**: Draft proposal for Hadfield’s solicitors

Dear team,

I had a great meeting with four of the Partners at Hadfield’s where they would like us to guide and

support their thinking to ensure higher levels of accuracy and integrity in both internal and client records.

Their current processes and systems are out of date and they would like our expertise to future proof

them. Their hope ultimately is as a by-product of this transformation they will be able to reduce

headcount in several areas.

There is great scope here for us to share our insights and discuss how EY can support the client with their transformation. I would like to see your first draft by next Friday.

If you have any questions let me know.

Thanks,

Sam

**1. What would you want to clarify here to enable you to produce the first report draft?**

Do client want an update to their existing system or new infrastructure?

**2. What other questions could you ask to help you get clear on your clients’ needs and be able to tailor your report appropriately?**

What are their current systems

What are the different teams you have?

How many different softwares you use currently?

**3. What ‘better question’ would you like to ask of the client?**

What are the pain clients pain points

What made client to reach out to us?