Client Engagement Framework

Guidelines on how GGRELS interacts with and supports our global clientele.

- Client Onboarding Journey

Client Onboarding Journey

Phase I – Administrative Initiation

Strategic Alignment & Documentation

Overview: The first 72 hours of a partnership are dedicated to formalizing the legal and communication framework.

- **Contract Execution:** Finalizing the service agreement and non-disclosure protocols.
- **KYC Compliance:** Submission of required corporate or individual identification via the Downloads portal.
- **Point of Contact Assignment:** Designation of a dedicated GGRELS account manager to serve as the primary liaison.

Phase II – Project Kick-off

Operational Launch

Overview: Transitioning from the planning phase to active execution.

- **Inception Meeting:** A formal review of the project timeline, milestones, and KPIs.
- **Resource Allocation:** Deployment of GGRELS staff and technical assets to the project site.
- **Communication Cadence:** Establishing the schedule for weekly status reports and monthly board reviews.

Phase IV – Ongoing Management

Sustainable Partnership Support

Overview: Long-term maintenance of the partnership through transparency and data-driven insights.

- **24/7 Access:** Continuous access to the Knowledge Hub for standard operating procedures.
- **Milestone Reporting:** Real-time updates delivered through the mail.
- **Feedback Loop:** Quarterly reviews to optimize project delivery and partnership satisfaction.