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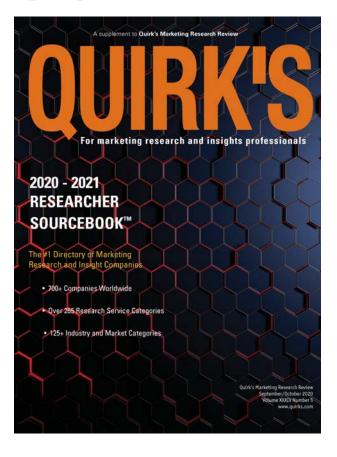
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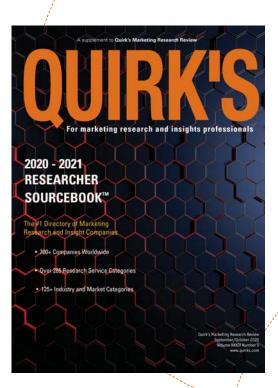


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#### Michigan State University

Department of Marketing
Eli Broad School of Business
broad.msu.edu/msmr
Degree: Master of Science in Marketing Research
(See advertisement on p. 12)

#### **Northwestern University**

School of Professional Studies sps.northwestern.edu/masters/data-science/index.php Degree: Master of Science in Data Science

#### The Research Society

researchsociety.com.au/advance-your-career/ qualified-professional-researcher-qpr Degree: Qualified Professional Researcher

#### The University of Connecticut

Department of Public Policy www.dpp.uconn.edu Degree: Master of Arts in Survey Research Graduate Certificate in Survey Research

#### The University of Georgia

Georgia Center for Continuing Education Market Research Courses www.georgiacenter.uga.edu/courses/market-research Degree: Certificate (continuing education)

#### University of Illinois - Chicago

Department of Public Administration College of Urban Planning and Public Affairs www.surveyresearchmethods.uic.edu cuppa.uic.edu/academics/pa/pa-programs/srm-certificate Degree: Graduate Certificate in Survey Research Methods

#### University of Maryland

Joint Program in Survey Methodology (JPSM) jpsm.umd.edu/landingtopic/admissions Degree: Certificate in Survey Methodology

#### Belgium

#### **Universiteit Gent**

Department of Marketing www.mma.ugent.be

Degree: Master of Science in Marketing Analysis

#### Canada

#### **Algonquin College**

School of Business

www.algonquincollege.com/business/program/ marketing-research-and-business-intelligence Degree: Graduate Certificate in Marketing Research and Business Intelligence

#### Georgian College (ON)

www.georgiancollege.ca/academics/full-timeprograms/research-analyst-rapp/ Degree: Post Graduate Research Analyst Program (RAPP)

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liberalarts.humber.ca/programs/research-analyst.html Degree: Research Analyst Graduate Ccertificate Program





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#### **Spain**

#### Instituto de Empresa

IE School of Human Sciences and Technology ie.edu/school-human-sciences-technology/masters/master-market-research-consumer-behavior Degree: Master in Market Rsch. & Consumer Behavior

#### **United States (by state)**

#### California State Polytechnic University - Pomona (CA)

International Business and Marketing Department www.cpp.edu/~cba/international-business-marketing/index.shtml

Degree: Bachelor of Science in Marketing Research

#### University of California - Davis Extension (CA)

Applied Sensory & Consumer Science Certificate Program www.extension.ucdavis.edu/sensory

Degree: Certificate in Applied Sensory & Consumer Science

#### The University of Connecticut (CT)

Department of Public Policy dpp.uconn.edu/academic-programs/survey-research Degrees: Master of Arts in Survey Research Graduate Certificate in Survey Research

#### The University of Georgia (GA)

Terry College of Business www.terry.uga.edu/mmr Degree: Master of Marketing Research

#### The University of Georgia (GA)

Center for Continuing Education
Principles of Market Research Certificate Programs
www.georgiacenter.uga.edu/courses/marketresearch/principles-of-market-research
Degree: Certificate (continuing education) in Market
Research

#### DePaul University (IL)

College of Business

www.depaul.edu/university-catalog/degree-requirements/graduate/business/marketing-analysis-ms/ Pages/default.aspx

Degree: Master of Science in Marketing Analysis

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www.elmhurst.edu/market\_research Degree: Graduate Certificate in Market Research

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grahamschool.uchicago.edu/credit/master-scienceanalytics/index

Degree: Master of Science in Analytics

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Institute for Social Research
psm.isr.umich.edu
Degrees: Master of Science in Survey Methodology
Ph.D. in Survey Methodology
Certificate in Survey Methodology

#### University of Minnesota - Duluth (MN)

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Department of Marketing
Retail Marketing Analytics Program
https://lsbe.d.umn.edu/mktganalytics/program.php
Degree: Bachelor of Business Administration in
Marketing Analytics

#### Missouri State University (M0)

Marketing Department www.missouristate.edu/mkt/Undergraduate/research.htm Degree: Bachelor of Science, Accelerated MBA in Marketing Research

#### University of Nebraska - Lincoln (NE)

Graduate Studies

www.unl.edu/gradstudies/prospective/programs/SRAM Degrees: Graduate Certificate, Master of Science and Ph.D. in Survey Research and Methodology

#### Rutgers (NJ)

Rutgers Business School http://business.rutgers.edu/mba/flex/concentrations/mria Degree: Master of Business Administration in Marketing Research Insights and Analytics

#### Baruch College - CUNY (NY)

Zicklin School of Business zicklin.baruch.cuny.edu/programs/graduate/ms/

degrees/quant-methods.html

Degree: Master of Science in Quantitative Methods and Modeling

#### Hofstra University (NY)

www.hofstra.edu/academics/colleges/zarb/mkib/marketing-research-degree-master-ms.html
Degree: Master of Science in Marketing Research

#### Pace University (NY)

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#### Xavier University (OH) The Williams College of Business

www.xavier.edu/master-science-customer-analytics Degree: Master of Science in Customer Analytics

#### Clemson University (SC)

College of Business and Behavioral Science
College of Business
www.clemson.edu/graduate/academics/programdetails.html?m\_id=Marketing
Degree: Masters of Science in Marketing

#### Texas Tech University (TX)

Rawls College of Business depts.ttu.edu/rawlsbusiness/graduate/ms/msmr Degree: Master of Science in Marketing Research

#### The George Washington University (VA)

Columbian College of Arts and Sciences datasci.columbian.gwu.edu Degree: Graduate Certificate and Master of Science in Data Science

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www.plu.edu/msmr

and Analytics

Degree: Master of Science in Marketing Research

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bus.wisc.edu/centers/ac-nielsen-center-for-marketing-research

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#### American Association for Public Opinion Research (AAPOR)

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#### American Association of Advertising Agencies (AAAA)

New York, NY USA www.aaaa.org

#### American Economic Association (AEA)

Nashville, TN USA www.aeaweb.org

#### American Marketing Association (AMA)

Chicago, IL USA info@ama.org www.ama.org

#### American Statistical Association (ASA)

Alexandria, VA USA asainfo@amstat.org www.amstat.org

#### Arbeitskreis Deutscher Markt- und Sozialforschungsinstitute e.V. (ADM)

Frankfurt Germany www.adm-ev.de

#### Asociación Española de Estudios de Mercado, Marketing y Opinión (AEDEMO)

Madrid Spain aedemo@aedemo.es www.aedemo.es

#### Asociación Mexicana de Agencias de Investigación de Mercado y Opinión Publica A.C. (AMAI)

Mexico City Mexico amai@amai.org www.amai.org

#### Associação Brasileira de Empresas de Pesquisa (ABEP)

São Paulo Brazil abep@abep.org www.abep.org

#### Association for Qualitative Research (AQR)

St. Neots, Cambridgeshire United Kingdom info@aqr.org.uk www.aqr.org.uk

#### Association for Survey Computing (ASC)

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#### Association of Market and Social Research Organisations (AMSRO)

Glebe, NSW Australia www.amsro.com.au

#### Association of Users of Research Agencies (AURA)

London United Kingdom www.aura.org.uk

#### Berufsverband Deutscher Markt- und Sozialforscher e.V. (BVM)

Berlin Germany www.bvm.org

#### British Healthcare Business Intelligence Association (BHBIA)

St. Albans, Hertfordshire United Kingdom admin@bhbia.org.uk www.bhbia.org.uk

#### Broadcasters' Audience Research Board (BARB)

London United Kingdom www.barb.co.uk

#### Business Intelligence Group (BIG)

United Kingdom www.thebusinessintelligence.group

#### Canadian Marketing Association (CMA)

Don Mills, ON Canada info@the-cma.org www.the-cma.org

#### Colour of Research (CORe)

London United Kingdom www.colourofresearch.org

#### Customer Experience Professionals Association (CXPA)

Minneapolis, MN USA info@cxpa.org www.cxpa.org/home

#### **Danish Marketing Association**

Frederiksberg Denmark info@markedsforing.dk www.markedsforing.dk

#### ESOMAR

Amsterdam The Netherlands info@esomar.org www.esomar.org

#### European Federation of Associations of Market Research Organizations (EFAMRO)

Brussels Belgium info@efamro.eu www.efamro.eu

#### European Pharmaceutical Marketing Research Organization (EphMRA)

Basel Switzerland generalsecretary@ephmra.org www.ephmra.org

#### Independent Consultants Group (ICG)

membership@theicg.co.uk theicg.co.uk

#### **Insights Association**

Washington, D.C. USA www.insightsassociation.org Intellus Worldwide

www.intellus.org

#### Interviewer Quality Control Scheme (IQCS)

Surrey, Kingston upon Thames United Kingdom www.iqcs.org

#### Japan Marketing Research Association (JMRA)

Tokyo Japan www.jmra-net.or.jp

#### L'Association Nationale du Marketing (ADETEM)

Paris France asso@adetem.net www.adetem.org

#### Life Insurance Marketing and Research Association (LIMRA)

Windsor, CT USA customer.service@limra.com www.limra.com

#### Local Area Research and Intelligence Association (LARIA)

York United Kingdom admin@laria.org.uk laria.org.uk

#### Market Research Society (MRS)

London United Kingdom info@mrs.org.uk www.mrs.org.uk

#### Suomen Markkinointiliitto (MARK)

Helsinki Finland toimisto@markkinointiliitto.fi www.markkinointiliitto.fi

#### Markt Onderzoek Associatie (MOA)

Amsterdam The Netherlands info@moaweb.nl www.moaweb.nl

#### Mobile Marketing Association (MMA)

New York, NY USA mma@mmaglobal.com www.mmaglobal.com

#### Mobile Marketing Research Association (MMRA)

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#### Mystery Shopping Providers Association (MSPA)

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#### Population Association of America (PAA)

Silver Spring, MD USA www.populationassociation.org

#### Puget Sound Research Forum (PSRF)

Mercer Island, WA USA www.pugetsoundresearchforum.org

#### Qualitative Research Consultants Association (QRCA)

St. Paul, MN USA admin@qrca.org www.qrca.org

#### Research Association New Zealand

Auckland New Zealand www.researchassociation.org.nz

#### The Research Society

Glebe, NSW Australia www.researchsociety.com.au

#### Royal Statistical Society (RSS)

London United Kingdom rss@rss.org.uk www.rss.org.uk

#### Social Media Research Association (SMRA)

smra-global.org

#### Sociedad Argentina de Investigadores de Marketing y Opinion (SAIMO)

Buenos Aires Argentina www.saimo.org.ar

#### Strategic and Competitive Intelligence Professionals (SCIP)

San Antonio, TX USA memberservices@scip.org www.scip.org

#### Society of Insurance Research (SIR)

Minneapolis, MN USA info@sirnet.org www.sirnet.org

#### Southern African Marketing Research Association (SAMRA)

Johannesburg South Africa www.samra.co.za

#### Thailand Marketing Research Society (TMRS)

Bangkok Thailand info@tmrs.or.th www.tmrs.or.th

#### Travel and Tourism Research Association (TTRA)

Whitehall, MI USA info@ttra.com www.ttra.com

#### **TSAPI**

admin@tsapi.net www.tsapi.net

#### User Experience Professionals Association (UXPA)

Bloomingdale, IL USA office@uxpa.org uxpa.org

#### Verband der Marktforscher Österreichs (VMÖ)

Vienna Austria sekretariat@vmoe.at www.vmoe.at

#### Women in Research (WIRe)

Bend, OR USA jessica@womeninresearch.org www.womeninresearch.org

#### World Advertising Research Center (WARC)

London United Kingdom enquiries@warc.com www.warc.com

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Lincoln, NE USA wapor.org



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StrateSci provides you and your clients with advanced analytical capabilities. With 15 years in business, our team knows the right statistical techniques or machine learning tools you need. If we can't find the perfect analytical technique for you, we'll custom design one for you. The StrateSci team has direct experience in executive level business decision-making, along with extensive knowledge and training in statistical methodology and techniques, plus a psychological understanding of consumer behavior. Our expertise include: conjoint and choice modeling,

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#### TasteMakers Research Group

5716 Corsa Ave., Suite 110
Westlake Village, CA 91362
Ph. 323-533-5954
andy@tastemakersresearch.com
www.tastemakersresearch.com
Andrea Poe

TasteMakers Research Group is a next-generation market research company founded in 2010 with the purpose of providing agile, authentic, and data-driven consumer intelligence to clients. Our high-performance consumer product testing solutions are built for CPG innovators, strategic marketers and venture capitalists who demand fast, flexible, and affordable results. Our proprietary PopUp CLT™ (Consumer Location Testing) methodology achieves real-time quantitative results, with qualitative insights, at typically twice the speed and half the cost of current taste-test and sensory field methods. TasteMakers Research is a member of ASTM's Standard Guide for Sensory Claim Substantiation committee. The New Normal: Be assured that the PopUp CLT™ (Consumer Location Test) has been safequarded to meet the challenges of this remarkable time. TasteMakers Research has invested in and implemented the highest industry standards for the safety, health and wellness of our clients, participants, and staff.

#### Test America, a division of CRG Global - Los Angeles

Westfield Santa Anita Mall
400 S. Baldwin Ave., Suite 104-L
Arcadia, CA 91007
Ph. 800-831-1718
crgsales@crgglobalinc.com
www.crgtestamerica.com
Jennifer Schwartz Director of Field Operations

#### 361 Degrees Consulting, Inc.

711 Los Olivos Drive San Gabriel, CA 91775 Ph. 626-309-0532 ly@361degrees.net www.361degrees.net Lawrence Yeung President

Full-service market research and strategic consulting firm that specializes in reaching multicultural segments in the U.S., China and Latin America. Our domestic and international segment coverage includes African-American, Caucasian, Chinese, Filipino, Hispanic, Japanese, Korean, Indian, Vietnamese and more. Our services comprise of design and development of qualitative/quantitative research, recruitment, moderation, interpretation and strategic analysis.

# The Uncle Group, Inc.

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Ken Hartley President

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La Habra Heights, CA 90631
Ph. 562-884-2090
jeanettefritz@virazoninsights.com
www.virazoninsights.com
Jeanette Fritz Principal

If it's time to connect with your buyers, your guests or your consumers in a meaningful, targeted way, Virazon Consumer Insights will take your marketing and research questions and design a study to connect with real time, applications-focused results. VCI has a full portfolio of quantitative and qualitative research techniques to manage large-scale projects as well as any quick-turnaround projects. Industry focus includes food, restaurants, retail, retail fashion, theme parks, grocery, office products/ services and CPG, among many others. Expertise in marketing, branding, advertising, promotion, category management and concept development background complement the analyses to make your report meaningful and actionable.

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#### **Vital Findings**

10557 Jefferson Blvd., Suite E Culver City, CA 90232 Ph. 310-279-5510 info@vitalfindings.com www.vitalfindings.com Jason Kramer Managing Director

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Worldbridge Language Services specializes in translating questionnaires and open-ends into/from 45 different languages. We have extensive public policy and market research translation experience. Companies nationwide depend on us to translate their written materials, including political and public sector polls; and opinion and market research. Your multilingual strategic partner since 1992.

#### Orange County (See also Los Angeles)



#### dataSpring

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Connect with targeted consumers through dataSpring's suite of Asian online and mobile samples and one-stop market research solutions. We provide high-quality online and mobile samples in Asia, survey software tools, and data collection operations. Headquartered in Japan,

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#### Fieldwork L.A. - Orange County

2030 Main St., Suite 300
Irvine, CA 92614
Ph. 949-252-8180
info@losangeles.fieldwork.com
www.fieldwork.com/us-research-venues/laorange-county
Kami Celano President

Fieldwork OC is located in Irvine, California, just five minutes from the Orange County Airport. After a long day of research, you have quick access to fine restaurants, shopping, the beach and Disneyland. Commitment to quality is our number one priority. Our facility offers five spacious research suites ready for set up in any configuration. Large viewing rooms have comfortable tiered seating with attached lounges. Come to Fieldwork OC for stellar on-site recruiting, our warm hospitality, and stay to enjoy sunny Southern California.

(See advertisement on front cover)



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5455 Garden Grove Boulevard, Suite 400 Westminster, CA 92683 Ph. 714-660-4451 Patricia@focusroom.com www.focusroom.com Patricia Lopez Facility Director

The Focus Room West is in the heart of Orange County near Huntington Beach and the Los Angeles county border. This newly built stylish studio is equipped with three modern suites with floor-to-ceiling mirrored viewing, state-ofthe-art AV with HD video, advanced technology systems and an expert management team. A retractable wall opens into a double-viewed focus group/CLT room, making it the perfect size for larger studies. The Focus Room collaborates with our clients to seamlessly execute qualitative research across all sectors. As industry pioneers, the Focus Room West is a partner you can trust and rely on, providing expert knowledge to satisfy your research objectives and exceed expectations.



#### Forza Insights Group, LLC

2027 E. Walnut Ave. Unit 68
Orange, CA 92867
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LStalone@ForzaInsights.com
www.forzainsights.com
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Forza Insights Group empowers clients with actionable, high-ROI research through concise, intuitive, and creative use of traditional, emerging, and esoteric methods combined with unmatched expertise in the restaurant, foodservice, grocery and hospitality/outdoor sectors. Forza clients benefit from the collective knowledge of a team of researchers with decades of experience in all areas of consumer and B2B insights. Researchers who listen to the research goals and challenges to develop the right plan. Who understand that one size does not fit all. Researchers who grew up in the insights industry and have a deep understanding of every aspect of the project lifecycle. A team that gets the job done cost-effectively and on time. We are Forza Insights Group. Delivering Knowledge and Power Through Research™.

(See advertisement on p. 165)



#### Harmon Research Group, LLC 751 S. Weir Canyon Road, Suite 157

Anaheim, CA 92808 Ph. 714-280-0333 info@harmonresearch.com www.harmonresearch.com Joey Harmon President

Harmon Research Group LLC is a boutique data collection specialist, a "high value" alternative to the larger firms. We provide research services for MR consultancies around the world, across a broad range of industries. Our services include web survey programming and hosting, as well as CATI/ multimode, and various qualitative services. Our size and focus allow us to be nimble and flexible, resulting in quicker, more cost-efficient services. We currently work with 17 of the top 50 research companies in the world and over 35 smaller boutique companies. Last year we conducted over 415,000 surveys with half of those tracking research. Including over 85,000 CSAT/NPS surveys.



#### IntelliSurvey, Inc.

27261 Las Ramblas, Suite 200
Mission Viejo, CA 92691
Ph. 949-298-4400
info@intellisurvey.com
www.intellisurvey.com
Robert Messer Co-founder & CEO
Jonathan Ephraim Co-founder & President

IntellliSurvey was founded in 2001, and our mission has been to enable professional research online. We've always gone beyond the simple work, and handled projects and research methodologies that others found difficult. Along the way we've continually upgraded our online survey platform. We've built an outstanding team with detailed understanding of both business and research issues that is adept at deploying technology to solve complex problems. We have excelled at tackling our clients' most complex research problems focusing on survey programming and hosting. Over the last few years our clients have requested our help in other overlapping research areas such as designing surveys, fielding them, and the synthesis of the results. We have put these pieces together and now offer the flexibility and streamlining of Integrated Solutions to help maximize the value of your next engagement and achieve your research goals. (See advertisement on p. 147)



#### **Scientific Telephone Samples**

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Rancho Santa Margarita, CA 92688
Ph. 800-944-4787 or 949-461-5400
info@stssamples.com
www.stssamples.com
Steve Clark, PRC Managing Partner
Cara Christensen Vice President Client Relations
Adam Statkewicz Account Services
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Scientific Telephone Samples (STS) is a leading provider of quality sampling services for the marketing research and academic communities. We offer a comprehensive array of sampling options, including RDD landline, RDD wireless, Enhanced-Wireless™, Listed/Targeted, Businessto-Business, Voter Data, online panel sampling, GIS Sampling, phone appends and data enhancements. Our most productive wireless sample, Enhanced-Wireless™, provides researchers with the powerful ability to directly target wireless individuals and wireless-only households with superior levels of accuracy that reduce wireless data collection costs. Based upon 125 million known wireless phones, along with the corresponding names and addresses, this new type of wireless sample consistently outperforms other wireless sampling methods and reduces data collection costs. Enhanced-Wireless™ samples are unique in that they can be targeted by demographics such as age, gender, ethnicity, children, income, ZIP code, block group, polygon and many other targets. Enhanced-Wireless™ compliments our other sampling services, such as RDD and listed samples, and when combined as a dual frame approach, we can create more efficient and representative samples. STS offers sophisticated techniques for sampling small geographic areas, such as ZIP codes, block groups and other typically hard-to-define areas in both wireless and landline sampling frames. STS also offers full service online sampling for both consumer and B2B projects, including survey programming, hosting and data collection. Since 1988, our commitment to quality, outstanding customer service and the lowest prices continues to make STS the smart choice for accurate and productive sampling. Contact one of our experienced representatives today and let STS help you reduce your data collection costs through better sampling.

#### Palm Springs



#### Jeff Anderson Consulting

P.O. Box 6092 La Quinta, CA 92248 Ph. 858-794-9596 or 858-254-2199 jeff@jeffandersonconsulting.com www.jeffandersonconsulting.com Jeffrey Anderson President

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82526 Alda Drive Indio, CA 92201 Ph. 760-989-2995 Bob@TrustedTalentMR.com www.trustedtalentmr.com Bob Ferro Managing Director

Trusted Talent is an executive recruiting firm specializing in identifying and placing professionals in the market research and consumer insights industry. Our clients look to Trusted Talent for both full-time and interim placements. Our team's extensive industry experience combined with our proprietary platform makes us the ideal solution for matching research talent with open opportunities in our industry.

#### Sacramento



#### Elliott Benson

1226 H St.
Sacramento, CA 95814
Ph. 916-325-1670
Zana@elliottbenson.com
www.elliottbenson.com
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#### Opinions, Ltd. - Sacramento

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#### San Bernardino/Riverside

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#### San Diego

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# branded

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343 Fourth Ave, Suite 201 San Diego, CA 92101 Ph. 888-848-2525 info@gobranded.com www.gobranded.com Matt Gaffney President

Branded Research Inc. is a leading online panel and technology company. Our data collection platform helps our clients gather unique insights to make more informed marketing and product development decisions. How's it done? Branded Surveys, our proprietary research panel, provides companies the consumer and business insights needed to make definitive decisions about their products and services. Our panelists are members of communities whose collective opinions and insights are qualified through willing, natural interaction and powerful social engagement.

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Plaza Camino Real 2525 El Camino Real, Suite 148 Carlsbad, CA 92008 Ph. 479-785-5637 corp@ccmarketresearch.com www.ccmarketresearch.com (See advertisement on inside back cover)

#### C.L. Gailey Research

3540 Madison St., Unit A Carlsbad, CA 92008 Ph. 760-729-1809 clgaileyres@gmail.com www.clgaileyresearch.com Carol Gailey President

C.L. Gailey Research is a full-service marketing research company specializing in custom research solutions. Our solid marketing research expertise in combination with strategic marketing experience enables us to produce actionable information so that our clients can make the best business decisions possible.

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Michael Chavarria Dir. Bus. Dev. SoapBoxSample

#### Scott C. Solis Market Research (SCSMR)

The Plaza at Mission Valley San Diego, CA 92108 Ph. 408-834-5295 sd@scsmr.com www.scsmr.com LaToya Smedley Manager



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Kris Arcediano Vice President of Operations

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Amplify is a qualitative facility, field management and consulting firm with a passion for providing the foundation necessary for clients to extract rich insights with every project. Whether your research takes place in-person or online, our hands-on approach to recruiting and project management leads to participants who are both qualified and engaged. Amplify's brand new Virtual Facility allows you to easily expand your online toolbox by taking the guesswork out of online meetings. Our easy-to-use solutions eliminate the need to manage clients in-meeting and move them into their own robust videostreaming experience. We go beyond the standard by providing in-depth consultation on each project, ever-adapting our strategies to fit the challenges presented.



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AYTM is a market research automation platform and the secret weapon that drives agile innovation for some of the largest consumer brands and agencies in the world. Researchers are empowered to conduct sophisticated research with a click of a button from a powerful but easy to use interface - cutting down the time to insights from days or weeks to hours. This researcher powered, iterative approach to actionable insights collection improves competitiveness, speed to market and revenue. Run a full range of quantitative research, collaborate on survey design in real-time and launch complex sophisticated research tests including max-diff, choice-based conjoint, automated TURF, pricing optimization and more in minutes. Gain access to over 40 million consumers via our integrated panel, which provides best-in-class levels of trust and quality, and real-time pricing with guaranteed delivery times. Tap into our flexible service options that unlock access to our team of research automation experts, when you need them (and not when you don't).

#### Geographic listings CA

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#### CATALYSTMR

P.O. Box 11076 Oakland, CA 94611 Ph. 800-819-3130 info@catalystmr.com www.catalvstmr.com Adam Berman President

CatalystMR is a high-touch, high-quality market research panel and full-service research solutions provider. Our cost-effective panels are made up of consumers including teens, new moms, ailment sufferers, gamers, pet owners and more. B2B including C-level, ITDMs, health care professionals including physicians, nurses and hospital admins. In addition to full-service research services, CatalystMR offers ad-hoc online survey programming and hosting. CatalystMR researchers and programmers have decades of MR experience and expertise in conjoint, segmentation, website intercepts, copy and advertising testing, highlighters, heat maps, shelf tests and other complex research techniques. We offer language translation, CATI, tables and real-time reporting. Contact: info@ catalystmr.com 800-819-3130.

#### clearworks

#### Clearworks

3020 Pine St. San Francisco, CA 94115 Ph. 888-769-3807 noel@clearworks.net www.clearworks.net Noel Adams President

Clearworks is an insights, innovation, and customer-experience company. We help you orient your business around your customer through deep insights, inspired innovation, and engaging customer experience. We're human behavior explorers and people-speak translators. We're always-on thinkers, quick learners, agile adaptors, thought collectors, and dot connectors. We're endlessly curious about what people want and need—and how business can better meet those needs. For us, everything starts with understanding customer perceptions, challenges, and aspirations. We use tools like journey mapping to look at every touchpoint and identify opportunities for better connection with customers (and employees). We help clients understand their customers better, identify opportunities for innovation, and create products, services, and experiences

that matter. And because our team comes from product, innovation, and strategy, we know firsthand how to bring ideas to life. We've partnered with businesses worldwide to solve all kinds of challenges. Our clients are diverse in size and industry but share one important thing: a passion to drive more business by driving more meaningful human connection.



#### Concentrix

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617 Broadway, Suite 1280 Sonoma, CA 95476 Ph. 415-442-5890 info@cooper-roberts.com www.cooper-roberts.com Kenneth R. Roberts President

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#### elucidate

120 Hawks Peak Road, Suite 100 Aptos, CA 95003 Ph. 877-672-8100 contactus@elucidatenow.com www.elucidatenow.com Nico Peruzzi, Ph.D. Partner

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Fieldwork San Francisco is ideally located downtown in the vibrant South of Market (SOMA) district – within an arm's reach of hotels, restaurants and the Moscone Event Center. Our location affords us beautiful views of Mission Bay, Yerba Buena Gardens, and the rolling hills beyond the city. Inside are four beautifully modern research suites with large viewing spaces. Our respondent database reflects the rich diversity of the area. If you're looking for uber-creative consumers, knowledgeable physicians or IT professionals, we have them. (See advertisement on front cover)



#### **Intact Qualitative Research**

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Richard Ngo Partner

We are open and successfully running in-person research while adhering to local and state COVID-19 regulations. On top of mandatory safety measures we have custom-built 180degree full-body acrylic barriers which allow clients to observe facial/body language while still keeping safe. Learn more about what we are doing to keep our clients and respondents safe at our website. IQRSF is a full-service, boutique research firm located in SF's dynamic SOMA neighborhood. We are the only facility in the SF Bay to offer exclusive use of the space, one client at a time - which means our clients have the entire space exclusively to themselves for the duration of their project. Our purpose-built research loft offers best-in-breed technology paired with modern residential-style comforts in five distinct spaces you can use for everything from usability labs to focus groups and off-site brainstorming sessions. We complement our well-designed space with a full array of recruiting and project management services — and a 100% commitment to giving you the highest quality and strict adherence.



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75 Broadway, Suite 202 San Francisco, CA 94111 Ph. 415-915-9270 Admin@KNowresearch.com www.KNowresearch.com Katrina Noelle President

KNow Research is a San Francisco-based global insights partner delivering fresh insights through custom research design for over 17 years. We are a full-service, female-forward, insights consultancy on the front lines of research. Our project teams are carefully curated, connecting our senior-level team of boots-on-the-ground investigators with clients based on expertise and category experience. From traditional interview methods to the latest digital research solutions, we build bespoke projects to support our client's need to deliver valuable insights that inform business decisions. Our goal is to keep qualitative in the mix and keep our clients In the KNow through ideation, interviewing, moderating, analysis and project management services. Know KNow. Insight, delivered.



#### L&E Research

925 Ygnacio Valley Road, Suite 201 Walnut Creek, CA 94596 Ph. 877-344-1574 bidrequest@leresearch.com www.leresearch.com Lisa McGary Senior Strategic Accounts Manager

L&E's East Bay Area facility is located just a 45-minute drive from San Francisco International Airport (SFO) and 30 minutes from the Oakland International Airport (OAK) in the beautiful city of Walnut Creek. This suburb offers the perfect blend of ethnic and lifestyle diversity for which the San Francisco Bay Area is so well known. This facility has two luxury suites, which include the following amenities: A custom focus group conference table that comfortably seats 10 to 12 recruits and can breakaway for custom set up. A large viewing room with stadium seating for up to 18 clients behind a 16 $\boxtimes$  x 4 $\boxtimes$  two-way mirror and a private workroom.



#### Lisa Chiapetta & Associates

5 Ridge Road San Anselmo, CA 94960 Ph. 415-309-7010 lisa@lcaresearch.com www.lcaresearch.com Lisa Chiapetta Principal

Lisa Chiapetta & Associates is dedicated to offering a wide variety of high quality marketing research support services. We value our relationships with clients and partnering with them to achieve their goals. Lisa is a trusted and respected research professional with a solid reputation in the industry. She has had the privilege of working alongside moderators, facilities, corporations, and research professionals around the globe. Her expertise spans a wide variety of both online and in person methodologies. Services vary depending on client needs and include, but are not limited to: consulting/research development, fielding / recruiting oversight and management, nationwide participant recruitment, ghost report writing, moderation, user research, in-depth Interviews, gang studies, screener development, quote retrievals, topic guides and questionnaires, and backroom management.

#### LRW, a Material Company (Br.)

1250 53rd St., Suite 5 Emeryville, CA 94608 Ph. 510-446-8200 info@LRWonline.com www.LRWonline.com Trish Smyth



#### Nichols Research - San Francisco

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Paul Valdez Vice President of Research Facilities

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#### Geographic listings CA - CO

#### Opinions, Ltd. - San Francisco

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#### Schlesinger Group San Francisco

450 Sansome Street, Eighth Floor San Francisco, CA 94111 Ph. 415-781-2600 SanFrancisco@SchlesingerGroup.com www.schlesingergroup.com/en/locations/ united-states/san-francisco Donna Flynn Regional Director

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(See advertisement on inside front cover)



#### **Scoot Insights**

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(See advertisement on p. 133)



#### Rockbridge Associates, Inc.

10130 G Colvin Run Road Great Falls, VA 22066-1839 Ph. 703-757-5213 rockinfo@rockresearch.com www.rockresearch.com Gina Woodall President Joe Taliuaga Director Client Development

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## Fort Lauderdale (See also Miami)



Accurate Market Research, SA de CV 2825 N. University Drive , Suite 310 Coral Springs, FL 33065 Ph. 561-948-4354 info@amr-int.com www.amr-int.com Adan Trujillo (Spanish) Delores Facey-Johnson

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#### Schlesinger Group Orlando

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At Schlesinger Group Orlando we help you take the pulse of Florida's diverse population as part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology and large-scale growth of our national and global panels.

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# Geographic **listings** GA - IL

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#### **Eidex Group, LLC**

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Eidex Group is an established provider of report writing, statistics, SPSS programming, sample, data matching, data entry and in-house data collection services exclusively for marketing research firms and corporate clients in the field of insights and analytics. Our team of professionals works together in reviewing all aspects of your work using each of our unique skill sets and perspectives to craft customized solutions and deliverables for your projects. We add value to your research deliverables by combining cutting-edge technology and practices with traditional methods that enable you use your results with confidence. Please call us today at 770-614-6334.

#### Hawaii

#### Honolulu

## [ANTHOLOGY]

#### MARKETING GROUP

#### **Anthology Research**

1003 Bishop St.
Pauahi Tower, Ninth Floor
Honolulu, HI 96813
Ph. 808-539-3410 or 808-544-3000
david.pettinger@anthologygroup.com
www.anthologygroup.com/research
David Pettinger APR, PRC – President
Barbara Ankersmit Senior Advisor

Anthology Research is a full-service market research company with broad industry and issues management experience in Hawaii and Guam. We execute on all aspects of qualitative and quantitative research, including design, fieldwork and analysis. Our in-house facilities are the best in Hawaii – we offer the largest and newest focus group facility with comfortable theater seating for 15 and a 30-station call center equipped with the latest Sawtooth WinCati, Sensus Web and Qualtrics software. We have an on-staff statistician and three highly-respected local focus group moderators with many years of experience.



#### Ward Research, Inc.

828 Fort Street Mall, Suite 210 Honolulu, HI 96813 Ph. 808-522-5123 wrstaff@wardresearch.com www.wardresearch.com Denise Charles Vice President/General Manager

Full-service market research firm offering expertise in quantitative and qualitative research. Complete CATI facilities available. Spacious focus group facility seats 15 comfortably; focus group moderator on staff with top reputation in Hawaii. Specializing in all phases, from research design and questionnaire development to data collection, tabulation and analysis. Methodologies include telephone, mail and intercept surveys, online surveys, one-on-one interviews, focus groups, theater testing, mystery shops and others. Can also conduct data collection only, if desired.

#### Idaho

#### Twin Falls

Ironwood Insights Group, LLC – Twin Falls Call Ctr. 311 Gooding St. N.
Twin Falls, ID 83301
Ph. 801-569-0107 or 208-410-4316
bradlarson@ironwoodinsights.com
www.ironwoodinsights.com
Jamie Garrett Center Manager

#### Illinois

#### Chicago

#### Accurate Data Marketing, Inc.

4350 Di Paolo Center, Suite D1 Glenview, IL 60025 Ph. 847-390-7777 or 800-390-7780 info@accurdata.com www.accurdata.com Barbara Dorfman President

## and agency:

#### **AND Agency LLC**

1100 E. Woodfield Road., Suite 110 Schaumburg, IL 60173 Ph. 647-919-4317 or 866-492-8300 Sasha.fard@andishere.com www.andishere.com Sasha Fard Director, Consultative Solutions

AND Agency LLC has over 45 years of experience in delivering an innovative brand of market research and customer experience (CX) solutions. We have a full-service approach with

services that span the entire research life cycle, including: 1) Complete programming and hosting of surveys with multiple reporting options. 2) Three CATI call centers located across North America; our interviewers speak 13 languages and are experienced in B2C, B2B and recruit to web. 3) Broad digital feedback capabilities, including email, website intercept, proximity-based surveys, SMS/text, messaging apps and NFC/QR codes. 4) Real-time customer feedback management platform to house all Voice of Customer data. 5) Advisory services to enable smart business decisions and ROI.



#### Ann Michaels & Associates Ltd.

2863 95th St., Suites 143-255 Naperville, IL 60564 Ph. 800-203-8065 kdoering@annmichaelsltd.com www.ishopforyou.com Kathy Doering President

We provide our clients with a precise view of what the consumer experiences when interacting with their brand across all channels. We began our company back in 1998 evaluating the customer experience through the eyes of our instore evaluators. As consumers moved to online purchases in 2007, we noticed a need for measurement there as well. Our specialties are: B2B mystery shopping, social media listening, social analytics, quality-control CSAT surveys, social reviews and online focus groups.



#### **B2B** International

The Wrigley Building, Eighth Floor - gyro 410 N. Michigan Ave.
Chicago, IL 60611
Ph. 872-204-4533
chicago@b2binternational.com
www.b2binternationalusa.com
Julia Doheny President – Research, North
America

B2B International is a specialist business-to-business market research consultancy that provides customized B2B market research and intelligence studies on a global scale from its offices across North America, Europe and Asia-Pacific. Our B2B expertise covers all industry sectors - from manufacturing to engineering, chemicals to construction - throughout the world.



Anne E. Beall CEO

Beall Research, Inc. 333 N. Michigan Ave., Suite 628 Chicago, IL 60601 Ph. 312-384-1214 anne@beallrt.com www.beallrt.com

We're frustrated by market research that isn't insightful or actionable! What differentiates us: psychologically-inspired frameworks to identify the underlying drivers of behavior – like emotions. Through years of experience and research, we've learned that consumers don't think their way through the marketplace; they feel their way to purchasing. We collect and analyze emotional experience and expression through self-reported measures, facial expressions, and body language, in real-time and through video analysis. We have a framework for identifying and analyzing the emotions brands evoke in consumers. We leverage these insights in qualitative and quantitative work.

#### C&C Market Research - Chicago

North Riverside Mall 7501 W. Cermak Road, Suite M-15A North Riverside, IL 60546 Ph. 479-785-5637 or 877-530-9688 Bids@ccmar.com www.ccmarketresearch.com (See advertisement on inside back cover)



#### RESEARCH

#### C+R Research

150 N. Michigan Ave., 34th Floor Chicago, IL 60601 Ph. 312-828-9200 info@crresearch.com www.crresearch.com Robbin Jaklin President

At C+R Research, a full-service marketing insights agency, we've been helping brands grow for 60 years by delivering great research, deep perspective and committed client service. We're known for designing innovative custom methodologies for answering complex marketing questions, high-quality analytical insights and delivering senior-level attention throughout every phase of our clients' projects. We embrace a "whatever-it-takes" philosophy on every client engagement and are flexible enough to adapt to our clients' needs, however challenging they may become. We offer an array of effective, customizable techniques for traditional and online qualitative, quantitative, mobile and communitybased research both in the U.S. and globally. When the need arises for quick-turn insights, we have a full suite of effective agile research solutions. We are recognized in the industry

(Br.) indicates a branch office

for our focused knowledge and consultative expertise in the youth and family, Latino and multicultural consumer segments. Our dedicated Shopper Insights practice is led by former clientside researchers who have deep expertise and understanding of today's omnichannel shopper. And, our suite of Illuminator® solutions leverages our proprietary partnership with Numerator, whose OmniPanel™ provides the most complete, detailed and up to date data on consumer purchase behaviors. Our proprietary analytic framework Dollars + Attitudes™ (\$+A™) merges attitudes and purchasing data to provide deeper insight and greater actionability for shopper and retail strategies. Whatever the business challenge, our goal is to always provide smartlydesigned research and thoughtful insights that inspire decisions and accelerate brand growth. (See advertisement on p. 13)



Alan W. Hale President

Consight<sup>™</sup> Marketing Group, LLC 6104 W. Warwick

Chicago, IL 60634-2551
Ph. 847-800-1685
alan.hale@consightmarketinggroup.com
www.consightmarketinggroup.com

Alan Hale is the founder of Consight Marketing Group, LLC. He has an MBA in marketing and 40 years experience with 250+ projects helping companies in business to business markets grow their business. He is also a contributing author to Quirk's Magazine. This extensive consulting background is combined with voice of the customer research to develop customer specific insights which are used to develop actionable strategies and tactics. This effort becomes an investment rather than just an expense. Some of the voice of the customer research we do is customer satisfaction and loyalty, developing go-to-market strategies, lost customer analysis, new market assessments, branding and positioning research, new product/service validation, M&A marketing due diligence, etc. Call Alan at 847-800-1685.



#### Consumer Truth® Ltd

892 Somerset Drive Carol Stream, IL 60188 Ph. 630-643-3430 or 630-204-5270 isabelle@consumertruth.com www.consumertruth.com Isabelle Albanese Principal

Consumer Truth® Ltd. is a marketing research and consulting organization helmed by advertising and marketing professionals, Isabelle Albanese and Ken Quaas. With 25+ years of experience for each of us in the business of advertising, communications and marketing research, we have been branded "Masters of

Moderating and Mentors of Marketing." In addition to an ongoing blog, articles published in "Quirk's" (among many others), we literally wrote the book on effective communication – "The 4Cs of Truth in Communications"" and have conducted extensive proprietary research, both pre and post COVID-19, among Gen Z's. Celebrating our 21st year, we have helped companies like AT&T, Arby's, ConAgra, Dunkin Donuts, Estee Lauder, MAC Cosmetics, Morton Salt, PwC, Sargento Foods, Staples Inc., Timberland, TJX Brands and Unilever effectively position and market their famous brands, launch successful new brands and deliver powerful marketing and communications strategies.



#### Curion, LLC

111 Deer Lake Road, Suite 120
Deerfield, IL 60015
Ph. 224-632-1919
info@curioninsights.com
www.curioninsights.com/
Kari Mannina Global Strategy Director

At Curion, we provide world-class insights. From quantitative to qualitative product research, we apply proven industry-leading, innovative methods to service over 65% of Global 100 companies. As a full-service product and sensory insights firm, we work with our clients to determine not only what products consumers like but why they are liked and how to make optimizations. As a result, our clients mitigate risk of marketplace failure by ensuring that only products of quality and character will be introduced to the market, providing repeatable delight to their consumers. We accomplish this with our expert employees, sensory processes, fully-equipped facilities and data insights. In 2018 alone, we tested 97,000 consumers across our San Francisco, Chicago, Dallas and New York metropolitan-area facilities. The result of a merger between Q Research Solutions and Tragon Corp., our company brings a wealth of knowledge and experience to the consumer and sensory science industries and pioneered many of the sensory methodologies considered industry standards today, including Quantitative Descriptive Analysis (QDA)® and Partnership Solutions™. We're interested in partnering with in-person or online moderators. Curion's Certified Moderator partner program offers you the opportunity to work with Fortune 500 CPG brands, while working hand-in-hand with Curion's experienced client services staff. Join us, by signing up through https://curioninsights.com/certified-moderator-program/.

## Geographic listings

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Customer Lifecycle, LLC

1112 W Boughton Road Suite 365 Bolingbrook, IL 60440 Ph. 630-412-8989 kaferenz@customerlifecycle.us www.customerlifecycle.us Karin A. Ferenz Principal

CLC is a global research consultancy that works with B2B/B2C companies across multiple industries to conduct primary research to identify and measure requirements for customer acquisition, loyalty, share of wallet growth, and retention. With reach to more than Three million individuals in 160+ countries, we conduct strategic qualitative and quantitative research in multiple localized languages.



#### **Explorer Research**

720 E. Butterfield Road, Suite 110 Chicago, IL 60148 Ph. 855-251-5434 or 630-519-3486 astephenson@explorerresearch.com www.explorerresearch.com Anne Stephenson Partner

Explorer Research is a leading behavioral research firm specializing in packaging and shopper research. Our online 3D virtual reality is ideal for packaging, planogram, POSM and aisle redesign research. Our online 3D retail platform has eye tracking, pathway measurement and is a fully interactive environment for testing. For in-person research, we have state-of-theart shopper labs in both Chicago and Toronto. Our labs are equipped with focus group rooms as well as life-sized virtual reality with eyetracking. We are the leading research firm for using biometric research approaches including eye-tracking, EEG, facial coding, GSR and other techniques to measure behavior. Life-sized virtual reality can also be used for in-situation testing to help measure, predict and influence shopper behavior. Our services include: shopper insights, path to purchase, packaging research, digital touchpoint measurement, UX and CX, innovation and product development.



Megan Pollard President

Fieldwork Chicago-Downtown

111 E. Wacker Drive, Suite 200 Chicago, IL 60601 Ph. 312-565-1866 info@chicagodowntown.fieldwork.com www.fieldwork.com/us-research-venues/ chicago-downtown

Fieldwork Chicago-Downtown is located in the heart of the city and features spectacular views of Michigan Avenue and the Chicago River. You will love the easy access to hotels, restaurants, and shopping. Our five conference suites vary in size for your convenience, and each comes with ample viewing area and separate private lounges as well as top-notch recruiting and customer service. Rooms include in-house HD recording and a variety of streaming options. Come see why Chicago is your kind of town and Fieldwork Chicago-Downtown is your kind of facility!



#### Fieldwork Chicago-O'Hare

(See advertisement on front cover)

8420 W. Bryn Mawr Ave., Suite 200 Chicago, IL 60631 Ph. 773-714-8700 info@ohare.fieldwork.com www.fieldwork.com/us-research-venues/ chicago-ohare Kate Albert President

Fieldwork Chicago-O'Hare is 12,000 square feet of elegantly modern research space, nestled in between Chicago and surrounding suburbs. Our facility is just Three miles from O'Hare International Airport, 10 miles from downtown and located near public transportation and major expressways. In addition to our five research suites, we have spacious lounges, a large kitchen, and a beautiful multi-purpose space and patio. Our project managers and on-site recruiters come with a wealth of experience and a can-do attitude. Come to Chicago O'Hare for the ultimate in luxury and convenience. (See advertisement on front cover)



Fieldwork Chicago-Schaumburg

425 N. Martingale Road, Suite 2000 Schaumburg, IL 60173 Ph. 847-413-9040 info@schaumburg.fieldwork.com www.fieldwork.com/us-research-venues/ chicago-schaumburg Karyn Picchiotti President

Fieldwork Chicago-Schaumburg offers over 10,000 square feet of premier accommodations. Five conference rooms seat anywhere from 12 – 40 respondents and viewing rooms up to 20. All are complimented by amazing views of the Chicago skyline, lakes and woods. Our experienced in-house recruiting team boasts a large database and a can-do attitude. Our client services and management team has over 50 years of combined experience available to assist you. We are located less than 30 minutes from O'Hare International Airport and one block from Woodfield Mall and numerous restaurants. (See advertisement on front cover)



#### Fieldwork Flex

111 E. Wacker Drive, Suite 220 Chicago, IL 60601 Ph. 312-285-2060

Aryno@fieldwork.com

www.fieldwork.com/us-research-venues/chicago-flex Aryn O'donnell Director of Corporate Services

Fieldwork Flex, a creative research space in downtown Chicago, was designed to be an inspirational place for researchers and participants. Flex provides an atmosphere that elicits insights and creativity with a large open versatile room and four spacious break out rooms with flexible set ups. It is located in the heart of downtown, convenient for respondents and clients. You can also expect Fieldwork quality hosting, recruiting and project management services. (See advertisement on front cover)



#### Fieldwork National Recruiting Center (NRC)

5750 Old Orchard Road, Suite 550 Skokie, IL 60077 Ph. 888-T0-FIELD or 888-863-4353 info@nrc.fieldwork.com www.fieldwork.com Karyn Picchiotti President

Fieldwork's National Recruiting Center is your trusted partner for all of your recruiting needs, with expertise in providing respondents for any methodology in health care, consumer, and B-to-B research, NRC features a database of over 1 million nationally dispersed members, with a robust set of respondent information including demographics, occupation, health information and past participation. NRC uses a variety of methods to add new members daily. Our recruiters are highly trained low-incidence specialists willing to use out-of-the-box recruiting methods. (See advertisement on front cover)

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#### Fieldwork Network

111 E. Wacker Drive, Suite 220 Chicago, IL 60601 Ph. 800-TO-FIELD or 312-285-2035 info@network.fieldwork.com www.fieldwork.com Megan Pollard President, U.S. Abby Goodell Vice President, International

Fieldwork Network is your one-call link to qualitative project management across the globe. Fieldwork Network offers a full-time, professional staff dedicated solely to fielding and managing multi-city projects, including an international team with extensive experience in overseas markets. Fieldwork Network has established alliances with respected research providers in over 50 countries. Whether you want to work with a single company or several, one call is all it takes. (See advertisement on front cover)



#### Fieldwork Webwork & Anywhere

111 E. Wacker Drive, Suite 220 Chicago, IL 60601 Ph. 312-285-2038 or 800-863-4353 info@anywhere.fieldwork.com www.fieldwork.com Crystal Martinez President

Fieldwork Webwork and Anywhere provide you with the people and tools you need to take your research out of the traditional facility setting. Our Anywhere team can recruit and facilitate qualitative sessions in any venue, great for small markets and creative spaces. Anywhere setup can include: Virtual mirror, digital video recording and streaming, and incentive cards. Webwork capabilities include: online groups, bulletin boards, mobile research, and homework tools. All projects include hands-on technical support, one point of contact project management and Fieldwork-quality recruiting.

(See advertisement on front cover)



#### Focus Centre of Chicago, Inc.

211 E. Ontario, Suite 400 Chicago, IL 60611 Ph. 312-628-7171 darcy@focuscentre-chicago.com www.focuscentre-chicago.com Darcy Jesser President

Prestigious facility located in downtown Chicago, just steps from North Michigan Avenue. Four luxurious suites with spacious group rooms, tiered observation rooms with floor-to-ceiling mirrors,

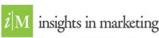
(Br.) indicates a branch office

client lounges with PC work stations, massage chairs, zoned temperature/volume controls and closed-circuit viewing. Large all-purpose room for audience, juries and classroom needs. Living-room setup is available. Expert recruiting for business, medical and consumer studies. An experienced project management to meet all of your research needs. We are COVID compliant throughout the entire facility!

#### **GOGO Insights and Results**

3743 N. Plainfield Ave. Chicago, IL 60634-1920 Ph. 347-948-7104 sales@gogoinsights.com Elan Ticar

GoGo Insights serves both national and global clients. We provide qualitative as well as quantitative, offline and online research services. We combine the latest research techniques and technology with our years of expertise to help you reach your business goals.



Connecting people to brands.

#### **Insights in Marketing**

630 Dundee Road, Suite 300 Northbrook, IL 60062 Ph. 847-853-0500 info@iimchicago.com www.insightsinmarketing.com Tracy Paukstys Sr. Dir., Sales & Marketing

Insights in Marketing (IIM) is a marketing research firm that delivers in-depth and actionable insights so you can have every confidence that your decisions are inspired by the consumer voice. IIM tackles a variety of key business challenges that keep clients up at night - better understanding consumer and shopper targets, optimizing brand strategy and positioning, elevating messaging and communication and innovating with impact. IIM's Marketing Consultants leverage their years of client-side experience along with IIM's full suite of research methodologies to deliver made to measure custom designed approaches that efficiently and effectively delivers on your needs.

#### **Irwin Broh Research**

1011 E. Touhy Ave., Suite 450
Des Plaines, IL 60018
Ph. 847-297-7515
info@irwinbroh.com
www.irwinbroh.com
Dave Waitz President
Bob Rowe Exec. Vice President
Tom Jackowiak Vice President
Melissa DeLuca Vice President

Our market research delivers impactful insights that drive business forward. Our customized market research solutions help brands of all sizes answer some of their most pressing business and marketing questions. Through a wide array of proven strategies, we deliver customized solutions which reflect the unique needs of our clients. From custom research to customer

satisfaction, we offer a variety of effective, flexible solutions – customized to fit your needs. We study your target audience to uncover meaningful insights which drive intelligent decision-making. Let the experts at Irwin Broh Research help you define your brand, improve customer satisfaction and grow your business with our proven research and methodologies.



#### Just The Facts, Inc.

120 W. Eastman, Suite 308 Arlington Heights, IL 60004 Ph. 847-506-0033 info@jtfacts.com www.justthefacts.com Bruce Tincknell Managing Director

Clients seek Just The Facts' assistance on a broad spectrum of strategic B2C and B2B consulting engagements. We provide custom-tailored brand solutions in marketing research, CI/market intelligence, win-loss and social media research. Long-term clients tell us they highly value a single-source partner for seamless methodology implementation. Nearly 30 years of quality results in: focus groups (online and in-person), surveys (online and phone), customer/employee satisfaction, in-depth interviews, competitive intelligence, mall intercepts, mystery shopping, secondary/information-gathering and more. Our expertise in product/brand-building, new concepts/products and innovation set us apart from other agencies. JTF's unique "Qual-Quant"™ methods yield keen insights for clients' business development and optimization. This work has resulted in over \$970 million in clients' incremental revenues, profits and ROI. Let's discuss your needs and goals and we'll deliver results! (See advertisement on p. 18)

#### LRW, a Material Company (Br.)

200 S. Wacker Drive, Suite 1550 Chicago, IL 60606 Ph. 312-428-2549 info@LRWonline.com www.LRWonline.com Trish Smyth

#### M G Z Research

5715 Silent Brook Lane Rolling Meadows, IL 60008 Ph. 847-397-1513 or 847-276-0154 (cell) mgzipper@gmail.com www.mgzresearch.com Martha Garma Zipper President

#### Matrix Research, Inc.

222 Merchandise Mart Plaza Chicago, IL 60654 Ph. 312-224-8492 info@matrix-r.com www.matrix-r.com Rob Brown Executive Director

## Geographic listings

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#### MFORCE Research

2011 W. Montrose Ave., Suite 180082 Chicago, IL 60618 Ph. 773-525-3385 steveh@mforceresearch.com www.mforceresearch.com Pete Bermudez Owner

MFORCE Research is an Ogilvy award-winning, minority-owned business that has been serving Chicagoland and worldwide audiences since 1998. We offer an exclusive set of qualitative support services including superior nationwide, multicultural recruitment and multi-market project management. MFORCE also has an inhouse audience response technology system and an experienced staff to ensure a worry-free, successful project. With the addition of our facility MLAB, MFORCE offers its clients a unique, multi-functional research venue situated within a distinctive Chicago neighborhood.



#### **Multilingual Connections**

847 Chicago Ave., Suite 250
Evanston, IL 60202
Ph. 877-292-5264 or 773-292-5500
contact@mlconnections.com
www.multilingualconnections.com
Kara Davis Client Relations Director

Multilingual Connections is a global language solutions company that provides translation, transcription and multimedia localization in over 75 languages. Since 2005, we've helped research and design consultancies, in-house research teams, marketing agencies, corporations, museums, universities and nonprofits understand, engage and grow their multilingual audiences local, national or global. With our international network of professional linguists, dedicated project managers and expertise in research and across industries, we're here to make sure you accomplish your goals, no matter the language. We pride ourselves on the quality of work we do, the relationships we have with our clients and linguists, and the impact we have on our community. We're a woman-owned small business based in the Chicago area, and our certifications include WBENC, WBE, WOSB, EDWOSB and DBE. And of course we're members of the American Translators Association (ATA), Association of Language Companies (ALC) and Globalization & Localization Association (GALA). Looking for a translation partner? Connect with us!

#### Opinions, Ltd. - Chicago

Fox Valley Mall
2086 Fox Valley Center
Aurora, IL 60504
Ph. 440-893-0300
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www.opinionsltd.com
Mark Kikel President/Owner
Chris Sluder Vice President
Iris Blaine Executive Director

#### Opinions, Ltd. - Chicago

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www.opinionsltd.com
Mark Kikel President/Owner
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Iris Blaine Executive Director

#### Opinions, Ltd. - Chicago

Orland Square Mall
604 Orland Square Drive, Suite F01E
Orland Park, IL 60462
Ph. 440-893-0300
iris.blaine@opinionsltd.com
www.opinionsltd.com
Iris Blaine Executive Director
Mark Kikel President/Owner
Chris Sluder Vice President



#### OpinionTek, Inc

OpinionWizard Recruiting System 999 E. Touhy Ave., Suite 100 Des Plaines, IL 60018 Ph. 847-257-0827 scott@opiniontek.com www.opiniontek.com Scott Adleman Founder

OpinionWizard, is a Marketing Research Recruiting System. It features a database, CRM and survey platform. OpinionWizard, is a Marketing Research Recruiting System purpose built for recruiting respondents, not an adapted web survey system. It features a customizable respondent database, a call center manager system (CRM) and an online survey builder that is fully integrated with the database and the call center manager, providing real time updates as surveys are completed. OpinionWizard is constantly adding new features and enhancements based on customer requests. It is entirely

browser based, and accessible from anywhere on any devise: desktop, laptop, tablet and even a mobile phone.



#### Precision Research, Inc.

999 E. Touhy Ave., Suite 100 Des Plaines, IL 60018 Ph. 847-390-8666 saa@preres.com www.preres.com Lori Tomoleoni Vice President

We offer nationwide recruiting and full-service research services on an a la cart basis. Our CEO is a moderator/researcher with vast experience in many industries; Automotive, Medical, Food Service, Dental, Consumer goods, Construction equipment and tools, Appliance research, usability research, claims substantiation testing and more. Our Chicago facility is 12,000 sqft. and features a commercial test kitchen, auto salon, audience test space that seats 60+ participants and supersized creative rooms that offer limitless possibilities: huge displays, space for multiple creative teams, stimulating environment, lounge seating, audience testing, mock juries and more. The Commercial kitchen features a 14 Foot exhaust hood, four double door coolers, plus a walk-in freezer, 400 amps of electric and natural gas service. Our two CLT rooms seat 30-60. Our in-house call center seats 26 agents who are comfortable cold calling into companies for B2B studies. Our proprietary database and our Advanced Recruiting Method prevents cheaters and affordably identifies low incidence respondents. Recruiting is audio recorded and 100% audited to ensure accuracy.



#### **Rabin Research Company**

6177 N. Lincoln Avenue, Suite 369 Chicago, IL 60659 Ph. 312-527-5009 melster@rabin-research.com www.rabinresearch.com Michelle Elster President

Full-service global research for B2C and B2B companies in packaged goods, financial, health care, other services, food service, new technologies and many others. Studies: concepts, segmentation, product use, names, packages, design, advertising, customer satisfaction, AAU, tracking, pricing, colors +. We do qualitative and quantitative studies – and use all data collection methods.



#### RQA, Inc.

10608 W. 163rd Place
Orland Park, IL 60467
Ph. 630-512-0011
b.giannini@rqa-inc.com
www.rqa-inc.com
Brian Giannini VP, Business Development

Founded in 1989, RQA provides quality assurance, food safety and risk mitigation services to the food, beverage and consumer products industries. RQA offers retail quality audits, counterfeit investigation, consumer complaint and product retrieval, crisis planning and management and product recall services globally. RQA Food Forensics™ is the leading provider of foreign material identification services. FSMA compliance consulting includes training and program development for PCQI for human and animal foods, foreign supplier verification program, sanitary transport and food defense programs.



#### Schlesinger Group Chicago

625 N. Michigan Ave., Suite 2600 Chicago, IL 60611 Ph. 312-587-8100 Chicago@SchlesingerGroup.com www.schlesingergroup.com/en/locations/ united-states/chicago/ Samir Ali Regional Director

Our Chicago market offers three premium locations as part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology and large-scale growth of our national and global panels.

(See advertisement on inside front cover)



#### Stellar Strategic Services, Inc.

522 Pottawatomie Trail Batavia, IL 60510 Ph. 630-452-4034 cheryl@stellarstrat.com www.stellarstrat.com Cheryl Stella Dalisay President

Stellar Strategic Services Inc. is a multidisciplined qualitative/quantitative research partner, providing expert strategic services in digital and F2F methodologies. Cheryl is well-versed in agile techniques and is a certified digital marketing strategist. Her expertise extends across the consumer journey but also specializes in new product development, concept and package testing. A wide array of tools and vendor relationships allows creative approaches for focus groups, IDIs, online boards/communities, ethnographies, mobile research, surveys, IHUTs and more!



#### SurveyWriter

3717 N. Ravenswood Ave., Suite 236 Chicago, IL 60613 Ph. 773-281-8490 jgw@surveywriter.com www.surveywriter.com Joel Friedman

SurveyWriter is a global leader in the technology of web-based survey research. We are an application service provider (ASP), supplying professional research organizations of all sizes the tools to collect, manage, analyze and report data. We provide free training and free support to ensure that our clients are empowered to carry out the most robust, cost-effective research in the industry. With no upfront costs, no network administration and the best feature-to-price ratio in the industry, SurveyWriter is the survey tool for online research.

#### Test America, a division of CRG Global - Chicago

Woodfield Shopping Center 5 Woodfield Shopping Center, Suite D128 Schaumburg, IL 60173 Ph. 800-831-1718 crgsales@crgglobalinc.com www.crgtestamerica.com Jennifer Schwartz Director of Field Operations



#### Verve North America Inc.

318 W Adams, Suite 1723 Chicago, IL 60606 Ph. 312-205-7417 chicago@addverve.com www.addverve.com Ron Orgiefsky

Verve are agile insight and Community Panel specialists. We integrate technology, smarter working practices and more iterative and collaborative research execution to deliver agile insight. We use: Global Pop-up Communities for individual projects; Verve Lite for on-going access to customers without the commitment of a long-term community and Long-term Community Panels for data-led, integrated qual and quant research. When your research is agile, your business becomes more agile too, supporting better decision making through compelling and commercially minded consumer insight.

#### Peoria

#### Scotti Research, Inc.

1118 North Sheridan Road Peoria, IL 61606 Ph. 309-673-6194 scotti@a5.com www.scottiresearch.com Nancy Matheis President

Scotti Research has been committed to providing our clients with accurate and reliable service since 1947. We can meet your group needs either in Peoria or in communities without facilities. So the next time your client requests an out-of-theway location – think of Scotti Research.

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#### **Indianapolis**

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Indianapolis, IN 46278
Ph. 317-241-5600
gfarnsworth@thefarnsworthgroup.com
www.thefarnsworthgroup.com
Grant Farnsworth Director, Business
Development

The Farnsworth Group is a custom market research firm focused on the building, home improvement, lawn and garden and farm and ranch industries. For 30 years, The Farnsworth Group has accrued specialized industry knowledge while perfecting tools for custom market research. This intersection in expertise lets us deliver solid, inventive solutions that make all the difference in finding answers to even the toughest of questions and improving your performance.

# Geographic **listings** IL - LA

#### Herron Associates, Inc.

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#### Opinions, Ltd. - Indianapolis

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#### Iowa

#### **Des Moines**



#### Essman Research, a Division of SPPG, LLC

2910 Westown Parkway, Suite 302 West Des Moines, IA 50266 Ph. 515-237-0324 d.stearns@essmanresearch.com www.essmanresearch.com Deborah Stearns Marketing Research Director

#### Mid-Iowa Interviewing, Inc.

1239 73rd St., Ste. B
Des Moines, IA 50324
Ph. 515-225-6232 or 888-425-6232
dougb@midiowainterviewing.com
www.midiowainterviewing.com
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Quester is a consumer intelligence company that specializes in harnessing the power of conversation. Quester's conversational architects leverage an award winning artificial intelligence moderator to develop one-on-one conversations, blending qualitative and quantitative into a single phase, conducted at scale. Marketing scientists and linguistic analysts collaborate to produce a comprehensive analysis that goes beyond data to bring a full and complete story to life. Contact Quester today to learn more.

#### Davenport

#### Personal Marketing Research, Inc.

322 Brady St.
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Ph. 563-322-1960
pduffy@personalmarketingresearch.com
www.personalmarketingresearch.com
Patricia Duffy President

Recruiting nationwide for any online study including online bulletin boards, focus groups and IDI studies. We also have a CATI call center with capabilities of phone surveys on any subject and nationwide reach. We also offer an on-site focus group facility in Davenport, Iowa. Our skilled project management staff gives professional and efficient attention to quality data collection processes, producing data clients can trust. Call/e-mail for a quote or visit us online. Accurate, valid and trusted data collection since 1953.

#### Kansas

Kansas City (See Kansas City, MO)

#### Wichita



#### The Research Partnership at Wichita State University

1845 Fairmount, Box 31 Wichita, KS 67260-0031 Ph. 316-978-5465 Robin.mishler@wichita.edu www.trp-ict.com Robin Mishler Research Manager

The Research Partnership at Wichita State University includes a focus group facility with projection screen, HDMI hookups and a cable passthrough for dial testing. Our staff includes highly trained interviewers for mystery shops, intercepts, telephone surveys and focus group recruitment. Additional rooms are available for recording with closed circuit television for live viewing. All methodologies are utilized including telephone and online surveys, in-person focus groups, online focus groups, mystery shopping, jury studies (virtual and in-person) and music studies.

#### Kentucky

#### Louisville

#### Personal Opinion, Inc.

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#### Louisiana

#### Shreveport

#### **Analysand Market Research**

440 Wilder Place Shreveport, LA 71104 Ph. 318-868-6295 analysand1@aol.com www.analysandresearch.com Virginia Kurzweg President

#### Maine

#### **Portland**



#### Digital Research, Inc.

172 Commercial St.
Portland, ME 04101
Ph. 207-985-7660
bob.domine@digitalresearch.com
www.digitalresearch.com
Bob Domine President

Digital Research, Inc. (DRI) - custom quantitative and qualitative marketing research for business decisions and brand enhancement. DRI is committed to accuracy, insight and actionable data. We are online research specialists, supporting complex survey designs, proprietary panel and community hosting, and online discovery boards. We use the FocusVision software suite, including Decipher, Kinesis Panel and Revelation. As qualitative specialists, our focus suite is centrally located in downtown Portland, ME. Our dedicated call center will recruit to your specifications. DRI's Critical Insights division has served Northern New England for over 25 years. Our DPA division has provided direction in travel and tourism since 1974.

#### Maryland

#### **Annapolis**

Gordon Transcripts, Inc.

2301 Seabury Drive Crofton, MD 21114 Ph. 410-721-8692 or 443-223-0415 plgordon@verizon.net Laurie Gordon President

#### **Baltimore**



Lucidity Research, LLC

P.O. Box 2947
Westminster, MD 21158
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www.lucidityresearch.com
Drew Richardson CEO

Lucidity Research provides a high-quality, U.S.-based, outsourced solution for end users of survey based market research, market research consulting firms and quantitative data collection companies. Lucidity provides services in three main areas: 1) consulting services to design and

successfully implement survey projects (survey design, testing, project management) 2) data processing services (tabulations, coding, cleaning, weighting) 3) analysis and reporting of survey data in crisp, clear, professional-quality PowerPoint presentations and data visualizations. Bring Lucidity to your survey project. We are happy to provide full-service support or just help out with a specific task. Andrew Richardson, PRC, has over 25 years of experience in survey research across the spectrum of research objectives and respondent audiences.



#### Maryland Marketing Source, Inc.

9419 Common Brook Road, Suite 216 Owings Mills, MD 21117 Ph. 410-922-6600 cspara@mdmarketingsource.com www.mdmarketingsource.com Christopher Spara CEO

Maryland Marketing Source Inc. specializes in custom-designed marketing research. Established in 1986, we are a hands-on organization who believes in high-quality, actionable and reliable results. We do not believe in cookiecutter research and although our capabilities are multifaceted, we tailor each project to meet the specific needs of our clients. We maintain a state-of-the-art CATI facility, have established interviewer training procedures and are a certified Minority Business Enterprise. Be it for assistance with part of - or your entire - project, we are here to help.



Experienced Recruiting Makes the Difference

#### **Observation Baltimore**

5520 Research Park Drive Baltimore, MD 21228 410-332-0400 pete@obaltimore.com www.observationbaltimore.com

At Observation Baltimore, Experienced Recruiting Makes the Difference. As the premier focus group facility in Maryland, we offer precise recruiting of consumers, physicians, health care professionals, and business professionals. Our gorgeous, LEED certified facility boasts three new, technology-friendly focus group suites equipped with private client offices, spacious lounges and every accommodation imaginable at the tip of your fingers. Just six minutes from BWI Airport and Amtrak, our Baltimore research facility has a great location. Most importantly, we understand market research.



#### Rare Patient Voice, LLC

711 Hampton Lane
Towson, MD 21286
Ph. 410-218-0527
pam.cusick@rarepatientvoice.com
www.rarepatientvoice.com
Pam Cusick Vice President of Business Development
Tiffany White Proposal Development Specialist

Rare Patient Voice recruits patients and caregivers for qualitative and quantitative research in the U.S. and Canada. We attend patient events like walks and conferences so the patients we recruit are authentic. We have 100,000 patients/caregivers across several hundred rare, cancer and non-rare conditions. We can estimate what we can recruit for your study and obtain them in two weeks. Use our DIY proposal tool 24/7 to get feasibility and pricing: https://www.qoneplatform.com/rpv/pam/.



#### **Schlesinger Group Baltimore**

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Ted Donnelly, Ph.D., PRC. VP, Research Solutions

Baltimore Research is now Schlesinger Group Baltimore, part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology and large-scale growth of our national and global panels.

(See advertisement on inside front cover)

# Geographic **listings** ME - MA

#### Massachusetts

#### **Boston**



#### AnswerQuest, an Insights Center Facility

110 Cummings Park Drive Woburn, MA 01801 Ph. 781-897-1822 jmiller@answerquestresearch.com www.answerquestresearch.com Jason R. Miller CEO

AnswerQuest has New England's only commercial test kitchen and at 900 square feet, it's also one of the largest. Our facility comes fully equipped with commercial ovens, walk-in cooler and freezer, flat grill, fryers, heat lamps, holding cabinets and over 100 feet of stainless prep. Two of almost everything makes this facility the most popular "go to" in the food and beverage industries: two kitchens, two CLT labs (one capable of seating up to 50 at a time), two focus rooms (both with dual viewing into CLT room and/or kitchen), two loading docks and two large dry storage areas. One formally trained chef and ServSafe® certified sensory staff also help make AnswerQuest the perfect choice for food and beverage. But our recruiters also specialize in niche audiences and we have qualitative specialists on-site as well. Our facility also boasts the latest in technology, including in-house streaming, HD recording and our proprietary "Instant Update" technology that offers clients live updates as respondents check in. With seating for up to 16 clients behind the glass, it's easy to understand why AnswerQuest is Boston's number one choice for marketing research projects of any type.



#### Applied Marketing Science, Inc.

303 Wyman St.
Waltham, MA 02451
Ph. 781-250-6300
inquiry@ams-inc.com
www.ams-inc.com
Gerry Katz Vice Chairman
John Mitchell President & Managing Principal
Kristyn Corrigan Principal
Carmel Dibner Principal
Brian Sowers Principal
Jason Och Principal
Patricia Yanes Associate Principal

Applied Marketing Science, Inc. (AMS) provides market research, consulting, and expert insight in two distinct practice areas: insights for innovation and litigation support. Founded in 1989 with roots in the MIT Sloan School of Management, AMS offers an wide array of services to help our clients uncover critical insights. Our Insights for Innovation practice conducts research and training to help clients create

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#### ath Power Consulting Corporation

9 Bartlet St.
Andover, MA 01810
Ph. 978-474-6464
Isaladini@athpower.com
www.athpower.com
Lynn Saladini Chief Relationship Officer

ath Power Consulting is a premier provider of research and customer experience solutions, offering survey and mystery shop research, competitive intelligence, compliance auditing, market analyses, employee training and strategic consulting. For over two decades, we have helped our clients improve customer retention, build brand loyalty and advocacy, deepen employee engagement, measure compliance, maximize performance and increase profitability – distinguishing them from their competition and giving them a commanding edge in the marketplace. To learn more, please visit www.athpower.com.



#### **Cambridge Focus**

Two Clock Tower Place
Maynard, MA 01754
Ph. 617-494-0310
details@cambridgefocus.com
www.cambridgefocus.com
Lloyd Simon Managing Principal

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www.contracttesting.com
Andrew Scholes Director

#### **Daniel Research Group**



#### **Daniel Research Group**

49 Hill Road, Suite 4
Belmont, MA 02478
Ph. 617-484-6225
Steve@DanielRG.com
www.danielresearchgroup.com
Stephen J. Daniel President

Consulting and market research services for clients with technology-based or -enabled products or services facing strategic and tactical decisions, requiring forecasts, segmentation, market share or other market models. We supported these engagements with a full range of quantitative and qualitative market research data and information gathering and analysis services, including surveys, focus groups, secondary research as well as our proprietary market modeling and forecasting methodologies.



#### Fieldwork Boston

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Waltham, MA 02451
Ph. 781-899-3660
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Christine Lally President

Fieldwork Boston was planned and designed with the client in mind. Your special requests are always handled courteously, and quality recruiting is our number one priority. We offer six spacious conference rooms, including the largest conference room in the Boston area, which can seat up to 50 respondents. All have spacious viewing areas and separate client lounges. Staffed with fully trained professionals, you'll get the efficiency, attention to detail and commitment to quality you expect. Our philosophy is simple: your success is our success. (See advertisement on front cover)



Focus On Boston - Suburban

10 Forbes Road Braintree, MA 02184 Ph. 800-699-2770 Larry@focusonboston.com www.focusonboston.com Larry Jenkins

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#### **Insights 4 Tomorrow**

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Wakefield, MA 01880
Ph. 781-587-0730
info@insights4tomorrow.com
www.insights4tomorrow.com
Cheryl Pappas Co-Founder & Principal

Insights 4 Tomorrow is a WBENC-Certified Women's Business Enterprise and a Certified Women Owned Small Business market research business offering a range of both quant and qual methods to fit your needs. At I4T all our projects are managed by a Principal who provides years of knowledge and experience. Our services

(Br.) indicates a branch office

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# isobar

#### Isobar Marketing Intelligence Practice

One South Station, Suite 300 Boston, MA 02110 Ph. 617-936-1600 info@isobarmi.com www.isobarmarketingintelligence.com Eric Paquette Vice President

Isobar Marketing Intelligence is a practice area of Isobar, a first-in-class global digital agency. We are recognized for our segmentation and emotional testing approaches. We operate as a full-service marketing consulting and research firm with office locations in Boston, Chicago, Needham, Mass., New York and Westport, Conn. Our mission is to help brands fully understand their consumers in ways never before possible. We do this by bringing together emotional, behavioral and cognitive sciences which, when combined with the creative talents of our agency, generate profound insights and inspire unique strategies and solutions.



#### **Isurus Market Research and Consulting**

354 Merrimack St., Suite 345 Lawrence, MA 01843 Ph. 617-844-1344 jmcneil@isurusmrc.com www.isurusmrc.com Jeana McNeil Vice President

Isurus provides strategic market research to clients in B2B and technology sectors. We help clients: understand markets and buyers; size market opportunities; configure offerings; evaluate competitors; manage branding and marcom; and improve the customer experience. Clients choose Isurus when their research needs require a B2B focus, strategic insights and a senior project team. We've conducted over 600 engagements with B2B clients in enterprise and SMB markets across diverse sectors and interviewed thousands of B2B buyers across a range of industries and job functions. Our toolbox includes qualitative, quantitative and secondary research tools. Isurus tailors the approach for each engagement to fit the client's informational needs, budget and timeline.



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171 Milk St., Suite 3A
Boston, MA 02109
Ph. 617-874-5700
usa@kadence.com
www.kadence.com
Miriam Konz Managing Director
Ellie Tehrani Senior Vice President

Kadence International is a global boutique market research agency. With offices spanning Asia, Europe and the U.S., we combine the global reach of a large research company with the agility and personalized service of a small boutique. With fieldwork specialists, insight consultants and local market experts in-house, we have the ability not just to conduct primary research but to harness it to unlock new ideas, strategies and business growth at a global level. We work with many global brands and clients in multiple countries. With our offices on both the East and West Coast (Boston and Silicon Valley), and our colleagues in AP, you get efficient, expert, personalized service around the clock. Our clients value our creative solutions to their business questions, backed by advanced analytics, stringent data quality procedures and creative design-led reporting, leaving them only total peace of mind.



#### MedPanel, Inc.

1489 Main St. Concord, MA 01742 Ph. 978-505-5871 jbernard@medpanel.com www.medpanel.com Janet Bernard President

MedPanel conducts custom primary qualitative and quantitative market research to aid in commercialization of health care products including branding/naming and concept testing, market assessments, advisory board momentum meetings, advocacy development, customer satisfaction surveys, market segmentation exercises and advanced analytics. As experienced medical marketing researchers, MedPanel consultants provide assistance with study design, questionnaire development, recruitment, moderation, data analysis and market insights. We have conducted research on all types of products with health care professionals and patients on a global basis. MedPanel hosts one of the leading international health care panels of practicing physicians, hospital executives, reimbursement experts and patients.

#### Geographic **listings** MA - MI



#### National Field & Focus, Inc.

205 Newbury St., Suite 301 Framingham, MA 01701 Ph. 508-370-7788 info@nff-inc.com www.nff-inc.com Brenda Chartoff President

National Field & Focus (nff-inc.com) has been serving the facility, recruitment and field staff needs of the Metro Boston area since 1990. Our management team combines to bring 50+ years of experience in all facets of the opinion research industry. Three focus group suites customizable to your needs, be they mock jury (with a presentation room capable of seating 45), living room setting or a traditional focus group setup. Our food lab and CLT space is practical, functional and scalable. Nearly 400 sq ft of kitchen space allows us to configure it to meet almost any product prep need. Packed with power, all outlets are on dedicated circuits providing peace of mind and we can configure plug-specific requests to accommodate specialty machines. NFF is one of the very few facilities in the country that has sink and mirror rooms. Our four test rooms are set up like a typical bathroom vanity with a two-way mirror to allow client observation and recording of panelists. Ideal for replicating an in-home ethnographic test on topics like skin care, shaving and makeup. One room has a full tub and shower setup in addition to the vanity to allow for female shave tests, soaps and shampoo tests.



#### **New Markets Advisors**

50 Franklin St., Second Floor Boston, MA 02110 Ph. 617-936-4035 swunker@newmarketsadvisors.com www.newmarketsadvisors.com Steve Wunker Managing Principal

New Markets Advisors is a boutique consulting and market research firm preeminent in uncovering customer needs, charting paths to growth and making teams more innovative. For 14 years, we have been global leaders in a distinct approach to uncover customer needs called Jobs to be Done (also known as JTBD or Jobs-to-be-Done). Using qualitative and quantitative research methods detailed in our book Jobs to be Done: A Roadmap for Customer-Centered Innovation, we work across a wide range of industries, with particular expertise in consumer goods, financial services, technology and health care.



#### **Schlesinger Group Boston**

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Terri-Lyn Hawley Senior Vice President,
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At Schlesinger Group Boston we help you take the pulse of a diverse population as part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology and large-scale growth of our national and global panels. (See advertisement on inside front cover)

Test America, a division of CRG Global - Boston

Natick Mall
1245 Worcester St., Suite 2016
Natick, MA 01760
Ph. 800-831-1718
crgsales@crgglobalinc.com
www.crgtestamerica.com
Jennifer Schwartz Director of Field Operations

#### Worcester



#### My-Take

2000 W. Park Drive, Suite 240 Westborough, MA 01581 Ph. 508-366-8400 or 508-366-8400 ext. 102 rich@my-take.com www.my-take.com Rich Armstrong Co-founder

My-Take is a greater Boston-based insight technology company. Our primary product/service is delivering customer/consumer insight through online communities. The online insight community category is among the fastest growing segments in market research. Communities allow brands to instantly attain feedback and ideas from hundreds, or thousands, of their customers on an on-going basis. My-Take leverages their proprietary platform and a talented team

of analysts and community managers to deliver exceptional results for a wide range of customers including many Fortune 500 companies.



#### **Research Rockstar Training & Staffing**

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Marlborough, MA 01752
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www.ResearchRockstar.com
Kathryn Korostoff President

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#### Michigan

## Ann Arbor (See Detroit)

#### Detroit

#### A & K Research, Inc.

302 W Main St.
Northville, MI 48167-1525
Ph. 313-406-2590
abenedict@ankresearch.com
www.ankresearch.com
Allan Benedict President

A&K Research (founded in 1999) designs both quantitative and qualitative research methodologies and has conducted over 2,800 quantitative and qualitative projects. Founder Allan Benedict has moderated more than 2,000 groups (traditional and online) during this time period. Our experience over many years ensures trouble-free studies while providing our clients with actionable information.



#### Aha! Insights Technology

235 E. Main St.
Northville, MI 48167
Ph. 313-312-0014
rayf@ahaonlineresearch.com
www.ahaonlineresearch.com
Ray Fischer CEO & Founder

Aha!, the industry's most strategic qualitative insights technology platform, enables market researchers and corporate insights teams to easily create and deploy custom consumer and B2B research studies. Our comprehensive and flexible projective, social, live webcam video and mobile tools give you multiple options for designing digital ethnographies, multi-day attitudinal and behavioral studies, concept testing, QuickSprintsTM, home use testing, customer experience, journey mapping and product usage diaries. Aha! also provides full-service study design, programming and recruiting.

#### **C&C Market Research - Detroit**

Oakland Mall 664 W. 14 Mile Road Troy, MI 48083 Ph. 479-785-5637 or 877-530-9688 Bids@ccmar.com www.ccmarketresearch.com (See advertisement on inside back cover)

#### **C&F Market Research**

24301 Telegraph Road, Suite 100 Southfield, MI 48033 Ph. 248-352-0434 mbrodsky@candfmarketresearch.com www.candfmarketresearch.com Melissa Brodsky President

We have creative out-of-the-box problem-solving skills. We are focused on our clients' needs. Our experienced staff is well trained and will exceed all expectations. We have two modern focus suites. Suite One: 20x30, Suite Two: 15x20 both with client observation and lounge. Our facility has a private entrance, Wi-Fi, free digital video and audio recording, FocusVision, in-suite restrooms and a 25x17 test kitchen. We do qualitative and quantitative research: business-to-business, medical, legal, political, product placement, CLTs, taste tests, dial tests, sensory tests, usability labs, on-site interviewing, audits, radio tests, telephone interviewing and online interviewing. We are centrally located to pull respondents from across the Detroit metro area with an extensive database of 20,000+ households.

#### **Contract Testing US**

Livernois Road and West Square Lake Road Detroit, MI 48098 Ph. 800-342-1825 andrew.scholes@contracttesting.com www.contracttesting.com Andrew Scholes Director

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#### Emicity

5455 Corporate Drive, Suite 120 Troy, MI 48098 Ph. 866-952-1600 quotes@emi.city www.emi.city Melanie Imbrunnone Project Manager

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#### Escalent

17430 College Parkway Livonia, MI 48152 Ph. 734-542-7600 lisa.viselli@escalent.co www.escalent.co Lisa Viselli Senior Vice President, Marketing & Communications

Escalent is a top human behavior and analytics firm specializing in industries facing disruption and business transformation. As catalysts of progress for more than 40 years, we tell stories that transform data and insight into a profound understanding of what drives human beings. And we help businesses turn those drivers into actions that build brands, enhance customer experiences and inspire product innovation. Visit escalent.co to see how we are helping shape the

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## gongos

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Gongos, Inc. is a consultative agency that places customers at the heart of business strategy. Partnering with insights, analytics, marketing, strategy, and customer experience groups, Gongos operationalizes customer centricity by helping companies both understand their customer needs and deliver on them better than anyone else. Coalescing enterprise data with primary research and curating insights for multiple audiences further empowers stakeholders to achieve greater ROI by ensuring information is designed to influence actions and behaviors from executives to the frontline.



#### myCLEARopinion Panel

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#### Minnesota

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3736 Lyndale Ave. S. Minneapolis, MN 55409 Ph. 612-332-8741 dfrey@conresco.com www.conresco.com David L. Frey, Ph.D. President

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## Mail Survey Solutions ReadexResearch

**Mail Survey Solutions** 

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mzeman@readexresearch.com
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Mike Zeman Director of Sales-Custom Surveys

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Midwest Inquiry is a comprehensive facility for your qualitative and quantitative marketing research needs. Our research group specializes in customer satisfaction, medical marketing and consumer research. Midwest Inquiry offers recruiting services, online focus groups, concept testing, home use tests, mall interviewing, mystery shopping, one-on-one (depth) interviewing, usability tests and mobile surveys, in addition to traditional data collections. Our medical doctor database is extensive across multiple medical specialties. We promise you the best reliable data to help you make the best decisions. Please contact us for your consumer or medical research needs. We look forward to talking with you about Midwest Inquiry and what we can offer you.



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www.ormanguidance.com
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Anne Golden Executive Vice President

Orman Guidance offers marketing research solutions that resolve business issues by investigating B2B and B2C attitudes and behaviors. Minneapolis-based since 1975, our work encompasses global clients and target audiences. Clients consult us for feasibility, recruiting, project management, research design, moderating and analysis. Orman Guidance combines the rigor of best practices with flexible online and mobile platforms. With over 12,000 studies in its archives, Orman is renowned for creativity, dedication and insights. We welcome the opportunity to put our diligence to work for you.

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#### St. Louis



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2791 Country Road High Ridge, M0 63049 Ph. 636-677-3984 jsmattingly@agmetrics.com www.agmetrics.com John Mattingly Principal

AgMetrics is a consultative marketing research firm specialized in serving the agricultural industry and non-farm rural markets. We have extensive industry knowledge in numerous market and product sectors. Hands-on project design and analysis from company management assures clients that their research is conducted using solid research practices and methodologies. The end result is highly-skilled, professionally managed research for clients without the worry and frustration of training suppliers with limited familiarity of the industry. AgMetrics conducts both qualitative and quantitative research for clients. Study presentations from AgMetrics to client management are standard. Regardless of the research approach used, qualitative or quantitative, AgMetrics strives to provide clients projects that are as "turn key" as possible.

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Chesterfield Mall 291 Chesterfield Center, Suite 2036 Chesterfield, MO 63017 Ph. 800-831-1718 crgsales@crgglobalinc.com www.crgtestamerica.com Jennifer Schwartz Director of Field Operations

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#### Nebraska

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#### **Customer Service Profiles (CSP)**

12020 Shamrock Plaza, Suite 310 Omaha, NE 68154 Ph. 402-399-8790 x101 jberigan@csprofiles.com www.csp.com John Berigan Exec. Vice President

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#### **River Mist Transcription Services**

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Craig Cunningham President
(See advertisement on inside back cover)

#### Consumer Opinion Services, Inc. (Br.)

1860 Pama Lane, Suite 200
Las Vegas, NV 89119
Ph. 702-644-9330
Info@ConsumerOpinionServices.com
www.ConsumerOpinionServices.com
Tom Champion Vice President & General Manager
(See advertisement on p. 99)

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#### I/H/R Research Group

8235 S. Eastern Ave., Suite 220 Las Vegas, NV 89123 Ph. 702-734-0757 steve.clark@ihr-research.com www.ihr-research.com Steve Clark, PRC CEO

I/H/R Research Group was established in 1976 and specializes in providing the highest quality marketing research data collection using both traditional and online methodologies. Our main specialties include consumer surveys, political polling, multilingual interviewing, qualitative recruiting, mixed-mode methodologies, business-to-business, executive interviewing, sampling, online survey programming, online panel procurement and management, as well as data tabulation. We offer full-service sampling services and consultation for all research projects, including consumer, business-to-business and online panel data collection. Our experienced CATI data collection team works with all types of projects, including low incidence studies conducted using pure probability RDD sampling in order to maximize representation and adhere to traditional AAPOR/government-based data collection standards. We specialize in TCPA compliant wireless data collection and believe that wireless sampling is extremely important to ensure representative results. In addition, you will find that our low prices for interviews conducted via landline or wireless sample set us apart from the rest. Our state-of-the-art Las Vegas call center currently has 52 stations, and we are in the process of expanding to 90 stations. We offer live digital call monitoring and recording on all stations to ensure quality. Our seasoned team will make a success out of your next research project. We offer a turn-key solution covering all aspects of marketing research data collection from sampling through data collection and data tabulation. Regardless of the type of project, you can rely on the  $\mathrm{I}/\mathrm{H}/\mathrm{R}$ Research Group team to get the job done, ontime and on-budget. Contact us today for a quote on your next project.



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#### Precision Opinion

7251 Amigo St., Suite 100 Las Vegas, NV 89119 Ph. 702-727-3773 hello@PrecisionOpinion.com www.precisionopinion.com Matt McCoy Senior Vice President

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#### **Precision Opinion**

PrecisionSMS
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PrecisionSMS, a division of Precision Opinion, has taken market research from online to inhand with text message surveys. We are the fast, affordable, and targeted way to capture quality insights from anyone and anywhere in the United States. Our 100% TCPA text message technology allows us to utilize customized messaging with human intervention at scale,

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#### Test America, a division of CRG Global - Las Vegas

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www.crgtestamerica.com
Jennifer Schwartz Director of Field Operations

#### **New Hampshire**

#### Manchester/Nashua



#### Granite State Marketing Research, Inc.

13 Orchard View Drive, Suite 3 Londonderry, NH 03053 Ph. 603-434-9141 jen@gsmrinc.com www.gsmrinc.com Jennifer Bacon Vice President

Granite State Marketing Research Inc. was established in 1976 by Dorothy Bacon. GSMR is the oldest research firm in N.H. with a widespread staff of supervisors and professional interviewers. Located in Londonderry, N.H., GSMR has trained personnel in every New England state. GSMR's widespread staff conducts intercepts, mock trials, B2B, focus groups, feasibility, advertising effects, political, health, transportation and tourism studies. All focus group recruiting is done at the corporate office in Londonderry. GSMR has a reputation of performing all services with equally high standards.



#### **Inkblot Analytics**

Windham, NH Ph. 603-319-4977 Ken.Faro@inkblotanalytics.com www.inkblotanalytics.com Ken Faro

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#### Northeast Shore



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Gary Eichenholtz CEO/CFO

#### Northern New Jersey (See also New York City and Connecticut)



Bauman Research & Consulting, LLC

44 Abbington Terrace
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Sandra Bauman, Ph.D. Founder & Principal

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quantitative, hybrid and strategic solutions utilizing the most up-to-date market research methodologies. We believe in multi-modal applications to research problems, allowing more robust and creative approaches to helping companies unearth insights. We specialize in research for branding/positioning, messaging, voice of customer, naming, strategy/product development, concept testing, website usability and employee engagement. Expertise includes surveys, focus groups, in-depth interviews, online focus groups, ethnography, usability, emotional response, immersive digital and social media research.



#### **CEC Research**

16 Commerce Drive Cranford, NJ 07016 Ph. 908-967-6790 maryana@cecresearch.com www.cecresearch.com Maryana Kaplan President

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One Meadowlands Plaza, Suite 1001 East Rutherford, NJ 07073 Ph. 201-528-0220 GregCaruncho@focuscrossroads.com www.focuscrossroads.com Greg Caruncho

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#### KI C

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(See advertisement on inside front cover)

NJ - NY



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#### U&I Collaboration (U&I)

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Gary Eichenholtz CEO/CFO

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Ameritest is an international research consultancy that works with brands to optimize their strategic positioning, branded communications and advertising campaigns. Our practice specializes in collaborating with clients to develop their most powerful visual vocabulary, which drives the superior brand experiences that build inspiring long-term brand memories. We have worked across categories with Fortune 500 clients for the last 30 years to help them make galvanizing and effective brand stories. Our deep bench of branded communications consultants draws from our toolbox of validated research and analysis methods to diagnose the why behind communication performance, showing how their target customer processes stories, identifying what those structures are that are being activated and how the brand's assets are being triggered. We do not reward any particular formula for branded communications. We reward success and creative innovation that works to communicate against real business issues.

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#### New York City (See also Northern New Jersey and Connecticut)



#### 360 Market Reach, Inc.

565 Taxter Road, Suite 115 Elmsford, NY 10523 Ph. 941-376-1866 sierardi@360marketreach.com www.360marketreach.com Stephen Ierardi Client Relations Manager

360 Market Reach is an essential partner to brands who want to move forward in a complex global marketplace. Our multidisciplinary team blends qualitative and quantitative methods to solve our client's most pressing business problems. Our expertise allows the voice of the changing consumer to emerge, delivering powerful insights necessary for understanding brand positioning/planning, marketing/messaging strategy and product development/innovation. While we work across all industries, we have deep expertise in health and wellness, luxury and travel with proprietary research solutions.



#### **Addison Research**

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Imran Khan Partner of Client Services

Addison Research is a qualitative recruitment and data collection agency. With qualitative panel members nationally represented across U.S. and Canada. We have one of the largest data collection infrastructure networks and can field anywhere in the United States and Canada. We also serve the international market and have successfully fielded studies in Latin America, Asia, and Europe. Our services include Qualitative Recruiting, In-Depth Interviews, Ethnographies, Taste Tests, In-Home Usage Testing, Car Clinics, Usability Testing, Telephone / Multi-Mode Interviewing (200+ CATI stations), On-Site Interviews, Exit Interviews, Mystery Shopping, Central Location Tests, Mall Intercepts, Hispanic / New Immigrant Research, Moderating and Research Consulting. With over 15 years of experience, Addison Research offers you the knowledge, history and resources required to get your project completed on time, within budget and with high-quality results. We have proven expertise in all facets of quantitative, qualitative and custom market research solutions across various sectors and regions.



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67 West St., Suite 401 Brooklyn, NY 11222 Ph. 646 799-5020 Chris.wells@hello-adience.com www.hello-adience.com Chris Wells Managing Director

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## Advanced Focus

Advanced Focus – The Facility, NYC
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Ph. 212-217-2000
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www.advancedfocus.com
Sara White EVP
Todd Biederman Founder and CEO
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Advanced Focus is a full-service marketing research company that was built on relationships and innovation. Our state-of-the-art facilities are conveniently located in Midtown Manhattan, Westchester, N.Y., Danbury, Conn., and our newest acquisition in Stamford, Conn. Each location was designed to maximize the creative process and include the latest technology with a highly dedicated staff. Advanced Focus has four traditional facilities; one in Manhattan, one in Westchester, one in Danbury and one in Stamford. Also in Manhattan is our state-of-the-art loft which is the first non-traditional research venue designed with the researcher in mind. In addition to our regional recruiting services, we also recruit nationwide and offer field management services. This provides an opportunity for our clients to leave the management, coordination and recruitment of the multi-market studies to us.

#### Advanced Focus – The Facility, Westchester

520 White Plains Road, First Floor Tarrytown, NY 10591 Ph. 914-631-0796 saraw@advancedfocus.com www.advancedfocus.com Sara White EVP

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#### ASKIA - Automating Insight (New York)

1460 Broadway, Suite 16018 New York, NY 10036 Ph. 212-226-0039 contact@askia.com www.askia.com James Corriveau

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707 Westchester Ave. White Plains, NY 10604 Ph. 914-761-1909 newyork@b2binternational.com www.b2binternationalusa.com Julia Doheny President - Research, North America

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#### Clarion Research Inc.

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Clarion Research is a custom research firm offering a range of qualitative, quantitative and integrated solutions. We deliver quality, high value insights, using proven methodologies and innovative techniques. Clarion provides a consultant-like approach to research, ensuring clients receive actionable insights and recommendations. We research consumers and B2B targets. Our expertise includes customer experience research, tracking, customer satisfaction, attitude and usage studies (A&U), positioning, concept testing, product testing, copy testing, market sizing and price elasticity. We're experienced in a variety of methodologies, including online surveys, phone surveys, intercept surveys, focus groups, in-depth interviews, street intercepts, ethnographies and online bulletin boards.

#### Confirmit

330 Seventh Ave., Third Floor New York, NY 10001 Ph. 800-864-5266 Beth.Magee@confirmit.com www.confirmit.com Beth Magee

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## Geographic listings

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#### Empirico Research, Inc.

99 Wall Street, Suite 2011 New York, NY 10005 Ph. 646-741-9110 Jatin.arora@empirico-mr.com www.empirico-mr.com Jatin Arora Director, Strategic Relationships

Empirico Research is a global Market Research outsourcing and Data Collection firm. It has capabilities to carry out quantitative interviews using CATI and Online methodologies. Our 1.8M+ B2B proprietary database and 7.3M+ B2B and B2C panel respondents is access to every possible respondent type such as HNI, C-Suite executives, Medical Professionals, KOLs across industries. We also help our clients with support services such as survey programming, data processing and tabulations. We take pride in letting you know that Empirico Research is certified for ISO 20252:2019 and ISO 27001:2013.



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Evaluative Criteria Inc. offers full-service quantitative, qualitative and hybrid research. We have expertise in all research methodologies - idea screening, concept/product optimization, attitudinal and segmentation studies, shelf and eye-tracking - and in a wide range of categories. We are a global research alternative. We provide a high degree of collaborative consultancy with coverage in 30+ countries. We understand your customers including the mature market, hard-to-reach unacculturated Hispanics, luxury beauty shoppers, medical/ dental professionals and more.



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462 Seventh Ave., Floor 18 New York, NY 10018 Ph. 201-585-8200 info@nyc.fieldwork.com www.fieldwork.com/nvc Becky Harrison President

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#### **FIREFISH**

#### Firefish

Brooklyn, NY 11205 Ph. 718-855-4206 info@firefish.us.com www.firefish.us.com Martyn Hill Business Development Director

1 Dock 72 Way, Seventh Floor

Firefish are Human Strategy Partners, making sense of real life around the world and putting it at the heart of decision making for some of the world's biggest businesses, across brand, communications and innovation. We believe that it is only by looking at things from new and different angles, talking to different people, and using different approaches/frameworks can fresh insights and breakthrough thinking be delivered. We call this unconventional thinking - uncommon sense – and it is transformational for our clients' businesses. If you'd like to hear what we could do for you, get in touch.



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41 Madison Ave., Floor 31 New York, NY 10010 Ph. 212-926-3700 info@firstinsights.com www.firstinsights.com Lon Taylor Principal User Experience Researcher

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to understand their value proposition, advertising goals and technology requirements before selecting an appropriate methodology. Our expertise includes usability testing, UX research, traditional/online focus groups, ethnographic research, contextual interviews, heuristic analysis, diary studies and innovation workshops. We've partnered with clients in the automotive, airlines, travel, banking, insurance, pharmaceuticals, packaged goods, cosmetics, health care, online retailing and technology sectors.



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#### FUEL

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FUEL is a field management firm, offering qualitative and quantitative research solutions worldwide. With a global reach of heavily-vetted partners and 24/7 support, our consultative and powerful team mobilizes our network of moderators, recruiters, data experts, facilities, translators, technology platforms and anything else you may need to complete your market research project. With an extensive background in all methodologies, including the latest online qualitative technologies, an unsurpassed knowledge of global markets and cultures and experience across many sectors, we customize our approaches and organize our teams to ensure maximum actionability. FUEL provides dependable research solutions across the globe that empower you to make decisions with clarity and confidence.



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Tom Neri Commercial Director, North America

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#### Green Horizons

270 North Ave, Suite 805 New Rochelle, NY 10801 Ph. 914-834-5999 meredith@gh-insights.com www.greenhorizonsinsights.com Meredith Falvo Client Services Manager

Green Horizons is a consumer insights agency dedicated to helping brands navigate the rapidly evolving cannabis and holistic health marketplace. Offering a full suite of quantitative and qualitative tools, Green Horizons delivers insights on branding and marketing strategy, package testing, market potential, shopper journey, user experience, consumer segmentation and more for the cannabis industry. A sister company of Horowitz Research, Green Horizons draws on more than three decades of consumer insights expertise.



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#### MarketCast

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Ruth.ingram@marketcast.com
www.marketcast.com
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Matrix Research Inc. is the comprehensive solution to local and international qualitative and quantitative market research services. We are a full-service, global research company specializing in the automotive, banking, food/beverage, health care/pharma, packaging and technology industries. We tackle large, full-scale research projects as well as small, recruitment-only projects. See why the industry leaders depend on Matrix Research to tackle the most difficult projects and uncover illuminating insights about your products or services.



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1979 Marcus Ave., Suite 210 New Hyde Park, NY 11042 Ph. 718-729-2622 info@opinionaccess.com www.opinionaccess.com Lance Hoffman Executive Vice President

Opinion Access (OA) has been delivering expert survey solutions through superior project management to the marketing research industry for over 20 years. Known for our expertise in social science, political, health care and Hispanic work, we deliver quality data using CATI, text-to-web, online and multimode interviewing. Whether a project needs to get in and out of the field as quickly as possible or maximized for response rate, all projects are meticulously managed by a team with over 100 cumulative years of data collection experience. Our CATI stations are 100% web-enabled and 100% TCPA-compliant. Alongside our unique online surveying solutions, Opinion8, we cater to clients with a wide range of varying budgets and goals with programming and hosting for full-service or sample-only online studies, powered by the most unique double opt-in online sampling solution in the industry. Clients know that they can count on OA to deliver data that's beyond reproach by adhering to methodology and maintaining quality. OA gets it done: anyone...anywhere...anyway.

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#### **Optima Research Group**

Hicksville (Long Island), NY 11801 Ph. 516-755-7640 x1002 scott@optimarg.com www.optimarg.com Scott Sycoff CEO

Optima Research Group is an independent marketing research firm that offers a comprehensive range of qualitative and quantitative data collection services globally. Whether your project calls for internet surveys, telephone surveys, recruitment for focus groups, TDI's IDI's, online groups, ethnographies, etc. We have a range of ancillary services such as translations, sample acquisition, programming, global field management. Our Consultative approach coupled with 35 years' experience, stringent quality controls and customer centric commitment is why clients work with us.



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Provoke Insights is a global full-service market research and brand strategy company. The agency was created by market researchers with experience in advertising strategy, resulting in creative and impactful solutions relevant now and tomorrow. Provoke Insights brings research to life, using it as a catalyst for driving business based on consumer and B2B awareness, engagement, lead generation and conversion. Provoke Insights specializes in research for advertising, communication, brand, product development, product launches and press initiatives. The company provides strategic solutions to help answer your marketing needs through tools and techniques such as quantitative and qualitative research, social listening, competitive intelligence and trend analysis. Provoke Insights also conducts research for content marketing, press initiatives and thought leadership.



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373 Park Ave. S., 10th Floor New York, NY 10016 Ph. 212-889-4777 or 718-222-5600 mlivia@RRUResearch.com www.rruresearch.com Maryanne Livia President

RRU Research, formerly known as Recruiting Resources, was established in 1975 at the onset of the technology revolution in market research. Over the years, we have matured into a qualitative recruiting powerhouse, professionally staffed with recruiters in New York and major markets across the U.S. Fusion Focus, our five room state of the art and fully renovated research facility is located on Park Avenue South in Midtown Manhattan. We are large enough to recruit multiple projects for multiple clients in multiple cities while still maintaining the intimacy necessary to give each client our personal care and attention. Our extensive respondent database and professional screening expertise can accommodate any specifications. Please give us a call today!

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Our New York market offers two premium locations as part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology and large-scale growth of our national and global panels. (See advertisement on inside front cover)

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14 Penn Plaza, Suite 1001 New York, NY 10122 Ph. 212-290-7642 Jessica.Florez@surveyhealthcare.com www.surveyhealthcareglobus.com Jessica Florez Marketing Director

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Drive Research is a market research company in Syracuse, N.Y., providing services such as online surveys, public relations (PR) surveys, phone interviews, voice of customer (VoC), focus groups, employee surveys and intercept surveys. Drive transforms data to insights to action. You have questions. We get you answers from those who matter most. We are curious. We ask why. We investigate. We enlighten. We expect more from our market research and you should too. Our partners and clients span across industries and geographies. Visit our website or give us a call for more information.

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#### Charlotte

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1242 Mann Drive, Suite 100 Matthews, NC 28105 Ph. 704-206-8501 paulr@accelerantresearch.com www.accelerantresearch.com Paul Rubenstein, Ph.D. President

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#### **AOC** Marketing Research

10100 Park Cedar Drive, Suite 100 Charlotte, NC 28210 Ph. 704-341-0232 info@aocresearch.com www.aocresearch.com Cathleen Christopher President

Professional, uncomplicated, effortless. Respondents who are exactly on spec. These are a few of the things we promise at AOC. Our specialty is recruiting and implementing focus groups, indepth interviews, large quota taste tests, central location tests and other research in our Charlotte, North Carolina facility. Designed for comfort, privacy, and productivity, each of our four suites include a private client lounge with an office and restroom, a private client entry/exit outside and separate HVAC controls for client and respondent areas. AOC has a fully-equipped test kitchen with an experienced, professional staff, and the latest in technology including 40 notebook computers with 14 tablet PCs, wireless internet with backup, digital audio and video and video streaming. Convenient and accessible, AOC is in a one-story professional office park and a 20-minute drive from our international airport. We have ample free parking, and are only minutes from several hotels and award-winning restaurants. View our website to find out what researchers are saying about AOC and why our clients consider us their preferred research partner.

#### **C&C Market Research - Charlotte**

Northlake Mall
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(See advertisement on inside back cover)



#### L&E Research

4824 Parkway Plaza Blvd., Suite 110 Charlotte, NC 28217 Ph. 877-344-1574 bidrequest@leresearch.com www.leresearch.com Lisa McGary Client Relationship Manager

The Queen City's new slogan, "Charlotte's Got A Lot" also applies to L&E's Charlotte facility. Designed by race car driver Shawna Robinson, who is also an interior designer, our facility reflects Charlotte's strong NASCAR heritage. The facility is a guick 10-minute drive from Charlotte Douglas International Airport (CLT). L&E Charlotte has three focus group rooms, Banker's, Racing and Blue Ridge, all with ceiling height windows that can be covered or opened, well-appointed lounges and attached viewing rooms conceived for client comfort, and modular tables enabling custom configurations. The Banker's conference room is 750 square feet - perfect for taste tests, mock trials and large groups. The facility is also equipped with the latest video conferencing, web streaming and digital recording technologies, including Focus Vision and L&E Video Streaming.

## QUAL•WORLD

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#### QUALWORLD

301 McCullough Drive, Suite 400 Charlotte, NC Ph. 267-391-7777 or 33-6-13-26-48-01 maureen.mclaughlin@qual-world.com www.qual-world.com Maureen McLaughlin Director of North America

We are an independent fieldwork provider specializing in qualitative market research for the health care industry. With our permanent staff in 12 countries (U.S., France, U.K., Lithuania, Germany, Italy Sweden, Poland, Hong Kong, Taiwan, China and India) and our team of 300+freelancers/partners in 40+ countries, we offer global solutions to all qualitative fieldwork needs. We offer a full range of qualitative methodologies: telephone and web-assisted interviews; traditional in-person and innovative online methodologies. We are experts in health care, qualitative research and fieldwork management.

20 20

#### 20|20 Research - Charlotte

2102 Cambridge Beltway Drive, Suite B Charlotte, NC 28273 Ph. 704-494-7873 or 704-587-0028 susan.brelewski@2020research.com www.2020research.com/charlotte Susan Brelewski Facility Director

For nearly 35 years, 20|20, part of the Schlesinger Group family of companies, has

been a premier provider of focus group facilities and services, helping researchers discover and communicate memorable consumer stories. Our locations in Charlotte, Miami and Nashville are consistently top rated in the industry, thanks to our expert teams and top-notch amenities - and the proof is in our quality metrics. The Charlotte market in particular is an ideal location when your research swings south. The city is considered an urban icon with down-home charm and our modern, five-room facility, located within minutes of restaurants, shops and recreation, lives up to that reputation. Charlotte is easily accessible by direct flight from more than 60 cities and the facility is just 15 minutes from the airport, making your travel hassle-free. From cutting-edge technology (including streaming, eye-tracking, facial coding, usability testing and more) to highend hospitality services and one of the most experienced teams in the industry, we've got everything you'd want in a facility. 20|20 also offers complete online qualitative software and services, as well as nationwide recruiting and comprehensive project management.

# VOCCÏ

Voccii, LLC

15105-D John J Delaney Drive, Suite 325 Charlotte, NC 28277 Ph. 704-451-4706 gayle.ireland@voccii.com www.voccii.com Gayle Ireland CEO

We are Voccii, a national market research firm based in Charlotte, North Carolina. Through deep research and analysis, we uncover data-driven insights to give you direction, confidence, and the power to make smarter business decisions. Our nimble team brings senior-level expertise in a wide range of qualitative and quantitative approaches. Our senior-level moderator ensures consistency, creativity and expertise throughout all qualitative work. In addition, we partner with the best names in the business for quantitative tools, analytical softwares and online panels. With 50+ years of experience, Voccii goes beyond the "what" to illuminate the "what to do about it" through solid, creative research, packaged with extraordinary strategic thinking. Voccii has deep experience in brand assessment, product and brand launch, packaging testing, concept testing, consumer studies and B2B research, just to name a few. Although much of Voccii's work is focused in North America, we have conducted studies across the globe, from our offices in Charlotte NC, Winston-Salem NC and Greenville/Spartanburg SC.

#### Greensboro/Winston-Salem



#### **Eastcoast Research**

1118 Grecade St., Suite 103 Greensboro, NC 27408 Ph. 336-285-5195 ecr@eastcoastresearch.com www.eastcoastresearch.com Brooks Anderson Operations Manager Mike Johnson CEO

Exceptional recruiting is our number one priority. Our professional team is committed to excellence in recruiting, client satisfaction and developing long-lasting relationships. We specialize in focus group recruiting across all of North Carolina with high show rates and articulate respondents. Our state-of-the-art facilities in North Carolina are centrally located in Wilmington and Greensboro and include wireless internet, web conferencing and digital recording technologies. Eastcoast Research will find the respondents you need!

M/A/R/C Research LLC

3980 Premier Drive, Suite 150 High Point, NC 27265 Ph. 800-513-5700 Brad.Seipel@MARCresearch.com www.marcresearch.com Brad Seipel

#### Raleigh/Durham



#### Confero, Inc.

535 Keisler Drive, Suite 204
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info@conferoinc.com
www.conferoinc.com
Janet Morrison

Confero offers customized customer brand support services, compliance audits, mystery shopping, competitive intelligence, customer satisfaction research such as mobile and web surveys, spot check surveys, marketing promotion support and social medial monitoring. Reports provide accurate, objective feedback to help companies identify competitive opportunities and increase accountability. Results from research are reported real time via a robust web reporting platform. Reporting is technology-driven with digital photos, mobile capabilities and audio recorded telephone calls. Mystery shopping evaluations are offered via onsite visits, online visits or via calls. On the spot rewards increase sales, support in store promotions and motivate front-line employees. Services are available in the U.S. and Canada.

(Br.) indicates a branch office

Founded in 1986, Confero began as a womenowned business and continues this tradition today. Testimonial from Director of Marketing, Fast Casual restaurant: The reports have been a revelation on how much work we need to do with the franchisees...hopefully when we are ready to do the next mystery shop, we can make some significant changes and see that reflected in the reports.

#### **Eastcoast Research**

4009 Barrett Drive, Suite 101 Raleigh, NC 27609 Ph. 336-285-5195 brooksa@eastcoastresearch.com www.eastcoastresearch.com Brooks Anderson Operations Manager

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#### Eyes4Research

540 Centerview Drive, Suite 204
Raleigh, NC 27606
Ph. 781-608-9549
rudly.raphael@eyes4research.com
www.eyes4research.com
Rudly Raphael President

Eyes4Research specializes in developing and managing specialty research panels that cover a wide range of audiences: consumers, B2B, veterinarians, gamers, mobile, building contractors, home owners, likely voters, college students, boomers, app developers, frequent travelers, small business owners, wine enthusiasts, just to name a few. These specialty panels are developed, recruited and managed in-house, giving our clients access to more than 20 million respondents in over 42 countries who are double opt-in and pre-screened in for participation in a wide range of research studies.



#### L&E Research

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www.leresearch.com
Lisa McGary Client Relationship Manager

L&E's Raleigh facility is only 15 minutes from Raleigh-Durham International Airport (RDU). The city's slogan, "You can see the whole state from

here!", reflects our ability to give the perspective you need for your research project. This facility boasts a 700 sq ft multi-purpose room and three large focus group rooms. Each room has modular tables for custom configuration, well-appointed client lounges and comfortable viewing rooms, plenty of ledge and cork board space, and the leading video conferencing, web streaming and digital recording technologies, including FocusVision and L&E Video Streaming.

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Chris Sluder Vice President
Iris Blaine Executive Director



#### W5, Inc.

3211 Shannon Road, Suite 610 Durham, NC 27707 Ph. 919-932-1117 acastelda@W5insight.com www.w5insight.com Martin Molloy Partner Andrew Willard Partner Amy R. Castelda Partner

W5 is an independent, custom marketing research firm. We provide answers to today's toughest business questions by looking at the world from the "inside out," bringing companies into the homes, offices, retail, and virtual environments of today's consumer and customers. From immersive, cultural in-context qualitative inquiry, to robust quantitative techniques encompassing surveying and sophisticated data modeling, we offer a range of traditional and innovative services. W5 provides more than research results—we deliver knowledge that empowers clients to confidently make decisions that drive sustainable growth.

#### Wilmington



#### **Eastcoast Research**

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Mike Johnson CEO
Brooks Anderson Operations Manager

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#### Geographic listings NC - OH

specialize in focus group recruiting across all of North Carolina with high show rates and articulate respondents. Our state-of-the-art facilities in North Carolina are centrally located in Wilmington and Greensboro and include wireless internet, web conferencing and digital recording technologies. Eastcoast Research will find the respondents you need!

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#### Akron



Action Based Research, LLC 2966 W. Bath Road Akron, 0H 44333 Ph. 330-670-1117 info@actionbased.com www.actionbased.com Rod Antilla President

At ABR, we don't just gather information - we transform data into intelligence. Highly-skilled, experienced analysts provide high-level, customized services like perception/image assessments, segmentation, predictive modeling, conjoint methodologies, product development and pricing strategies and market demand assessments. Our client partners vary widely, ranging from CPG manufacturers to health care and financial institutions, academic and cultural organizations, food service and utility companies. Working with ABR is a collaborative process that results in intelligence you can act on.



Synergy Marketing Strategy and Research, Inc. 3634 W. Market St., Suite 104 Akron / Fairlawn, OH 44333 Ph. 216-431-0008 or 330-576-6784 cogden@synergyloyalty.com www.synergyloyalty.com Crystal Ogden Project Manager

Synergy offers full service marketing research at our beautiful, spacious research facilities in northeast Ohio, ideal for focus groups, IDIs and mock jury trials. Each of our research facilities in Akron and in downtown Cleveland - features videoconferencing, online focus groups and comfortable viewing areas. We also conduct focus groups in the Youngstown area. In addition to our facilities, we provide our clients with tailored services including qualitative, quantitative and secondary research, stakeholder relationship management, brand strategy and executive coaching and development.

#### Cincinnati



AcuPOLL Precision Research, Inc.

1001 Ford Circle Milford, OH 45150 Ph. 513-943-0020 RFP@acupoll.com www.acupoll.com Jeff Goldstein President

ACUPOLL Transcends the Status Quo™ to help clients drive growth through innovation and marketing - including seven "Top 10" U.S. launches in recent years. New Spark MCR™ leverages advances in cognitive science for more realistic System 1 and 2 evaluation of product ideas, growth messages, e-commerce strategies and more. We go beyond traditional concept test methods, where concepts that don't have "broad" appeal default to looking "bad," for better evaluation of passionate niches, premium extensions and disruptive category creators - three key strategies for growth today. And whether it's concepts, packaging, ads or other messaging, we pinpoint the strongest soundbites to break through in a cluttered marketing environment. In addition to innovative online methods, AcuPOLL live sessions with Predictive Qualitative<sup>™</sup> leverages the qual/quant technique we pioneered for the industry, led to development of six recent launches for the leading U.S. sandwich chain and is featured in "Advertising Age" for work on a Nestle Super Bowl ad. AcuPOLL Live helps quantitatively evaluate, qualitatively improve and rapidly iterate your most important initiatives to bring your vision to life.



Ascribe

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(See advertisement on p. 7)



**Brand Kinetics LLC** 693 Palisade Drive Alexandria, KY 41001 Ph. 513-712-0604 michael.sack@brandkinetics.net www.brandkinetics.net/consumer-insights Michael Sack Owner/Founder

All visual communication shouts—without using a single word. But when your visuals and written message contradict one another, your audience gets confused, and you lose their business. Using our quantified Visual Semiotics protocol, Brand Kinetics gives you insights into how your marketing communication is perceived. Our methods rely on neuroscientific principles to uncover emotional motivations behind buyer behavior. Brand Kinetics created quantified visual semiotics to show how the brain processes visual information. We've developed a system to interpret the structure of visual communication, independent of content, in any research context (Qual, Quant, Mobile etc.). Our protocol has worked "in 101 countries". We've validated our methods in 56 countries. Our projects have won hundreds of international awards, including an advertising Gold at Cannes and two ARF Gold Ogilvy Awards. Brand Kinetics EPS Protocol (Emotional Positioning System®) is a NextGen Quali-Quant® advance on neuroscience. We share a 93% overlap with the leading neuroscience model, but our method takes it a step further. The application of our emotional insights for strategic planning is what sets us apart.



#### BURKE INSTITUTE

Burke Institute
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#### Directions Research, Inc.

401 E. Court St., Suite 200 Cincinnati, OH 45202 Ph. 513-651-2990 info@directionsresearch.com www.directionsresearch.com Jim Lane President Tim Laake Chief Marketing Officer

Directions is independently recognized as a top business decision insight firm. It combines a highly experienced staff with a unique mix of innovative and proven approaches to answer pressing business issues for many Fortune 1000 companies around the world. Directions is a privately held firm based in Cincinnati, Ohio with regional offices around the country. Directions is a full-service firm that provides custom-designed solutions tailored to meet client information needs with respect to timing, content, budget and strategic criteria. Directions excels in the areas of innovation and optimization, customer and brand experience and strategic business intelligence across a wide range of industries. With extensive experience handling research for packaged goods, restaurant, retail, financial services, technology and pharmaceutical companies, Directions executes studies globally among consumers, professionals, medical staff and other business-to-business respondents using a broad selection of data collection methods. Rather than invest in a data collection infrastructure, Directions partners with

industry-leading data collection experts who provide high-quality data at competitive prices. This approach keeps Directions focused on creating the best research design for their clients, regardless of data collection methodology. And, with a deep bench of talented marketing scientists and research analysts, Directions provides unique insight, interpretation, recommendations and visualization, not just data.



#### L&E Research

9908 Carver Road Cincinnati, OH 45242 Ph. 877-344-1574 bidrequest@leresearch.com www.leresearch.com Lisa McGary Client Relationship Manager

Cincinnati claims "The Queen City" as its nickname and L&E's uniquely designed facility is indeed fit for a queen, with more than 10,000 square feet of state-of-the-art space and technology that provide our clients with every comfort and professional advantage. L&E Cincinnati offers three spacious focus group suites and a large creative space, the Envisage Studio, for consumer directs, team meetings or ideation sessions. All rooms have modular tables for custom configurations, ample ledge and cork board space and the latest video conferencing, web streaming and digital recording technologies, including FocusVision and L&E Video Streaming.



#### MarketVision Research®

5151 Pfeiffer Road, Suite 300 Cincinnati, OH 45242 Ph. 513-791-3100 info@mv-research.com www.mv-research.com Tyler McMullen President Tina Rucker Senior Vice President

MarketVision Research is a full-service, custom marketing research firm. Since 1983, the firm has worked with clients to meet their research needs and provide them actionable market insights. The firm's strength is in providing integrated solutions, providing best-in-class quantitative solutions with a robust qualitative practice. The firm includes 20 in-house moderators and a marketing sciences team with expertise across analytic disciplines. The firm also has proprietary tools to support clients, including a proprietary communities platform, internet panel and platform (Viewpoint Forum), a unique in-person interviewing facility and focus group suites in Cincinnati and Cleveland.



#### Various Views Research

11353 Reed Hartman Highway, Suite 101 Cincinnati, OH 45241 Ph. 513-489-9000 or 513-387-2205 kvaselakes@variousviews.com www.variousviews.com Kevin Vaselakes V.P. Project Services

Various Views Research is a full-service agency and helps clients in a variety of industries. Our scope and capabilities include quantitative and qualitative studies, virtual interactive wall research, online panels, focus groups, product testing and sensory measurement. Various Views has an experienced research staff as well as a robust network of research partners throughout the globe. In business for over 30 years, we are known for our expertise in recruiting, project management, quality results and service that goes above and beyond for our clients and respondents.

#### Cleveland

#### C&C Market Research - Cleveland, OH Metro

Westfield Great Northern Mall 106 Great Northern Boulevard North Olmstead, OH 44070 Ph. 479-785-5637 or 877-530-9688 Bids@ccmar.com www.ccmarketresearch.com (See advertisement on inside back cover)



#### Focus Groups of Cleveland, Inc.

2 Summit Park Drive, Suite 225 Independence, OH 44131 Ph. 216-901-8075 research@focusgroupsofcleveland.com www.focusgroupsofcleveland.com April Morris President and Owner

Focus Groups of Cleveland is the only up-scale, centrally-located facility in greater Cleveland. With over 6,000 square feet of comfort and top technology, our full-service facility offers first-rate recruiting, an exceptional database and moderator reports to target your needs exactly. Our videoconferencing is available in a wide variety of locations that can include close-ups and client viewing as well. Focus Groups of Cleveland is not only "Top Rated" by the Impulse Survey, but has also earned the highest rating among all top-rated facilities in Cleveland for 2015!



## H.I. Thomas Group - Customer Insights Research

P.O. Box 360456 Cleveland, OH 44136 Ph. 440-724-8600 helen@hithomasgroup.com www.hithomasgroup.com Helen Thomas President

H. I. Thomas Group is an award-winning customer insights research firm, helping medium and large firms find their best path forward. HITG works with both B2C and B2B clients to apply cutting edge scientific research methods, often in combined or hybrid designs, to uncover the insights needed to fuel business decisions. Because brands are unique, and their challenges are unique, the best approach is often a customized research design. HITG's skillset includes the use of ethnography, depth interviews, consumer observation, focus groups, and a wide variety of other qualitative techniques. In addition, these qualitative methods can be combined with behavioral neuroscience approaches, such as stationary and mobile eye tracking, biometrics, and virtual aisle shopping in order to deliver a deeper understanding of shopper motivations and behaviors. For the past 25 years, HITG has been on the forefront of the market research industry, working with some of the largest and most influential brands. Their highly skilled moderators have well-honed skills and are able to "connect with consumers' minds and open their hearts."



#### Informed Decisions Group, Inc.

2701 Fairview Drive
Avon, OH 44011
Ph. 440-454-0399
sjohnston@idg-consulting.com
www.idg-consulting.com
Susan Johnston GM/SVP, Business Development

Informed Decisions Group, Inc. is a full-service behavioral insights firm focusing on shopper insights, consumer psychology and conversion measurement. IDG measures the behavioral impact on brands, shopper journey, shelf interaction and market structure. Being on the bleeding edge of innovations including eye-tracking, emotional measurement, virtual shopping and conversion measurement, our clients benefit from our team's expertise in consumer behavior and decades of experience. Our methodologies apply cohesive quantitative and qualitative designs with proprietary technologies. IDG's goal is to bring our clients closer to their customers by applying visual, marketing and behavioral sciences. By combining these data points with advanced analytics and examining the changes in customer behaviors, IDG has a 360 degree understanding which our clients can leverage against their competition.

#### MarketVision Research® (Br.)

Crowne Center 5005 Rockside Road, Suite 1115 Independence, OH 44131 Ph. 866-243-6041 ksteigerwald@mv-research.com www.mv-research.com Kurt Steigerwald VP

#### Opinions, Ltd. - Cleveland

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Mark Kikel Principal/Owner
Chris Sluder Vice President
Iris Blaine Executive Director

Opinions, Ltd. partners with you for all of your market research needs! From qualitative to quantitative, local, regional or national, Opinions, Ltd. has the know-how to make your project come out on top. Specializing in methodologies such as on-location interviewing, mall intercepts, central location tests and focus groups, our staff backs its service with years of experience in market research.



#### **RRD Marketing Solutions**

905 Corporate Way Westlake, 0H 44145 Ph. 877-332-9222 cathy.zapata@rrd.com www.rrd.com/services/data-insights/research-cx Cathleen Zapata Chief Experience Officer

A leading customer engagement firm, RRD Marketing Solutions helps brands optimize engagement with their customers across all touchpoints. We combine predictive insights, inspired content and meaningful interactions to improve marketing ROI. Our 2,100-square-foot research facility was custom-built with a focus on technology, functional layout and extra perks that make observing a study more enjoyable. Features include: sound-resistant participant room, separate entrances for observers and participants, camouflaged cameras, real-time audio/visual monitoring and one-way mirror. We offer a full suite of research services, from participant recruiting to eye-tracking and emotional testing via wireless EEG. We specialize in usability, testing websites, e-mail, direct mail, products, in-store experiences and more. Take a virtual tour: ms.rrd.com/lab



Synergy Marketing Strategy and Research, Inc. 1240 Rockwell Ave., Suite 3A Cleveland, OH 44114 Ph. 216-431-0008 or 330-576-6784 cogden@synergyloyalty.com www.synergyloyalty.com Crystal Ogden Project Manager

Synergy offers full service marketing research at our beautiful, spacious research facilities in northeast Ohio, ideal for focus groups, IDIs and mock jury trials. Each of our research facilities – in Akron and in downtown Cleveland – features videoconferencing, online focus groups, and comfortable viewing areas. We also conduct focus groups in the Youngstown area. In addition to our facilities, we provide our clients with tailored services including qualitative, quantitative and secondary research, stakeholder relationship management, brand strategy and executive coaching and development.

#### Columbus



#### **American Population Panel**

CHRR at The Ohio State University 921 Chatham Lane, Suite 200 Columbus, OH 43221 Ph. 614-442-7300 Elizabeth Cooksov@chrr.osu.odu

Elizabeth.Cooksey@chrr.osu.edu www.americanpopulationpanel.org Elizabeth Cooksey Director, CHRR

The American Population Panel (APP) is a group of volunteer members who agree to participate in social science and health related research studies. Established in 2017 by CHRR at The Ohio State University (CHRR), the panel has grown to over 35,000 members, all of whom are 18 or older and live in the U.S. Our mission is to help researchers target various population subgroups and match potential participants to your studies. Compared to traditional sampling methods, the APP offers researchers a cost-effective way to access respondents, while utilizing CHRR's 50+ years of survey expertise and services. Many academic research projects are done on a tight budget, and our main purpose is to help you get your projects up and running more inexpensively than if you had to recruit people yourself.



#### L&E Research

One Easton Oval, Suite 300 Columbus, OH 43219 Ph. 877-344-1574 bidrequest@leresearch.com www.leresearch.com Lisa McGary Client Relationship Manager

At one time, Columbus, Ohio embraced the nickname "America's Test Market", so it's no wonder we embraced Columbus as one of our premier research locations. L&E's facility is located in the metropolitan community of Easton, a 1300-acre mixed-use development, home to young professionals and families. The facility is five minutes from Port Columbus International Airport (CMH) and 15 minutes from downtown Columbus and located in the heart of a top-tier retail market and the dominant destination for shopping, dining and entertainment in Central Ohio. Our Columbus facility offers three focus group suites, including the 580 square foot Buckeye focus and multipurpose room. Each room has attached client viewing areas with tiered seating and is equipped with the latest videoconferencing, web streaming and digital recording technologies, including FocusVision and L&E Video Streaming.

#### Lextant

250 S. High St., Sixth Floor Columbus, OH 43215 Ph. 614-228-9711 ckavicky@lextant.com www.lextant.com Craig Kavicky VP Client Services

#### LextantLabs

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Susie Kloeb Director, Labs & Environments

# **lextant**:

#### LextantLabs

250 S. High St., Sixth Floor Columbus, OH 43215 Ph. 614-228-9711 skloeb@lextant.com www.lextant.com/labs Susie Kloeb Director, Labs & Environments

Lextant is an ideal experience firm that offers services ranging from generative and evaluative research to expert design and refinement. Using our industry experience we provide two of the most unique and unconventional facilities in the Midwest. Our facilities can accommodate almost any setup including focus groups, IDIs, usability, automotive, large format product testing and retail environment simulation. Both locations provide recruiting services, HD digital recording, live videostreaming, Wi-Fi, closed-circuit TV, concierge/hosting services, complimentary snacks/ beverages, restaurant-style catering, convenient parking and standard business amenities. Our team is known for excellent professional service and the ability to anticipate your every need. Our facilities are designed to provide a great research experience for both you and your participants, allowing you to focus on insight, innovation and creativity for market success. Lextant Labs: Research designed around you.



## Schlesinger Group Columbus (Formally Focus Pointe Global)

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www.schlesingergroup.com/en/locations/
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Stephanie Wolf Manager, Client Solutions

Our premier facility in Columbus is now Schlesinger Columbus, part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering

a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology, and large-scale growth of our national and global panels.

(See advertisement on inside front cover)

#### Toledo



#### IntelliShop

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#### Oklahoma

#### Oklahoma City

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SSRS is a full-service market and survey research firm managed by dedicated professionals with advanced degrees in the social sciences. Service offerings include the Omnibus Survey, SSRS Opinion Panel and other online solutions as well as custom research programs – all driven by a commitment to methodological rigor. The SSRS team is renowned for its multimodal approach as well as its sophisticated and proprietary sample designs. Typical projects include complex strategic, tactical and public opinion initiatives in the U.S. and more than 40 countries worldwide. SSRS is research, refined.



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#### **TRC Market Research**

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Rich Raquet President

Success in marketing boils down to knowing how and why buyers make choices. Yet most market research studies fail to put these choices front and center, nor do they combine the data they've gathered with other information. As a result they don't capture what's truly important to the consumer. At TRC, we believe that the best types of research ask people to make hard decisions – to prioritize their needs and desires. We specialize in the tools and techniques for measuring these choices, and use them to help clients solve various business problems.

#### Pittsburgh

#### Campos

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We are a research-driven strategy firm that specializes in developing daring brand and customer experience solutions that propel our clients' businesses forward. We offer a menu of services along the entire research, planning and strategy continuum. It is our mission to help you deeply understand the complexity behind your brand, organization or your issue so that you can confidently take the next strategic step. We also offer brand new full-service focus group facilities, recruitment and moderation for your research needs. Campos is a WBENC-Certified Women's Business Enterprise.

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Olson Zaltman is a research and consulting firm that helps its clients understand and act upon the unconscious emotional needs and deep psychological motives of their customers. We use ZMET® – our patented research tool – to dig below the surface-level responses consumers provide in more traditional focus groups, surveys and depth interviews. We also use IAT (implicit association tests) to quantitatively measure consumers' implicit associations. We offer mobile and in-person ethnography as well. Olson Zaltman works with the world's most respected organizations to uncover unmet needs, position brands, launch products and evaluate current communications messages. For more information on our services designed to measure the unconscious mind of the market please visit our website.



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#### Nashville

#### **Online Survey Solution**

4024 Lealand Lane
Nashville, TN 37204
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Janet.Savoie@OnlineSurveySolution.com
www.onlinesurveysolution.com
Janet Savoie VP, Client Development

Online Survey Solution, a division of M/A/R/C Research, is a full-service online data collection firm. OSS has provided market research firms and consultants with accurate, cost-effective, quality data for over 15 years. They collect data for web only, phone-to-web or mall-to-web studies. The OSS team of experienced professionals specializes in sample procurement and management, programming (using Confirmit), hosting and data processing. They work diligently to provide quality data collection and excellent client service. Online Survey Solution – We Make Online Powerful.



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135 S. Guadalupe San Marcos, TX 78666 Ph. 512-757-8116 or 512-757-8102 Angel@CRI-Research.com www.cri-research.com Angelique Uglow Sr. VP Client Services

Customer Research International (CRI) is MBE and HUB certified. In its more than 20-year history, CRI has conducted countless survey projects for a variety of clients, including universities, media outlets, political pollsters, public policy scientists, municipal entities, government agencies, full-service research firms, retail corporations and high-tech companies. CRI is a trusted data collection partner!

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Beatriz Noriega Partner
Guy Antonioli Partner

Hispanic research firm founded in 1996 specializing in qualitative research. Methodologies include in-person, telephone, online and mobile: focus groups, triads, dyads, IDIs, ethnographies (in-homes and shop-alongs) and quant-qual with dialers. Over the years we have evolved to include multicultural as well as quantitative research. Most projects in the areas of positioning and concept development, advertising and copy testing, attitude and usage, new products, packaging and segmentation studies. After 24 years in business, we have experience in almost all product, health care and service categories. The partners - Beatriz, a psychologist, and Guy, a seasoned marketing, advertising and research professional - each have 40+ years of experience working in the U.S., Mexico, the Caribbean, Central and South America. Both are bilingual moderators in Spanish and English. Combined areas of expertise and option of female or male moderator enable us to better uncover consumer insights and provide value-added actionable recommendations. We quarantee the quality of our work because the partners personally execute every project from beginning to end.

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www.ReconMR.com
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Reconnaissance Market Research (ReconMR) specializes in quantitative data collection for public opinion, political polling, social science, B2B and consumer opinion surveys. 25+ years' experience delivering high quality, representative data and results. Survey research via 700 TCPA compliant U.S. CATI stations in San Marcos, Houston, Bryan, San Antonio, and Corpus Christi, TX. Platforms include Voxco and WinQuery using state of the art telephony and networking. 1500+ professionally trained interviewers including bilingual staff. ReconMR's affiliate company, CRI is MBE and DBE certified. Our partners include government agencies, universities, academic survey centers, media, political pollsters, public policy researchers, social scientists, transportation, utilities, and health care organizations.

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ReconMR has 25+ years' experience in telephone data collection. 700 TCPA-compliant U.S. CATI stations, Voxco and WinQuery, 1500+ interviewers, 15% bilingual staff and MBE- and DBE-certified. We work with government agencies, universities, academic survey centers, media, political pollsters, public policy researchers, social scientists, transportation, utilities and health care organizations.

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Decision Analyst is a global marketing research and analytical consulting firm, serving major corporations, advertising agencies, and consulting firms. Custom research and analytical consulting are Decision Analyst's foundational competencies. The firm specializes in strategy research, concept testing, package testing, promotional testing, product testing, and advertising research. Decision Analyst is a leader in advanced analytics, market segmentation, mathematical modeling, econometrics, and simulation. The firm melds qualitative research, survey research, marketing science, and operations research to solve complex marketing problems. Headquartered in Dallas-Fort Worth, Decision Analyst serves clients across North America, Europe and Asia. The firm is owned by its 150 employees.



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M/A/R/C Research is a custom marketing research firm dedicated to helping clients create, evaluate and strengthen their brands. M/A/R/C's teams design and execute qualitative and quantitative, traditional and online solutions. Their core competency is measuring attitudes and behaviors to accurately explain and predict market share, revenue and bottomline impact of a client's actions. M/A/R/C helps businesses address consumer, channel and B2B marketing issues to launch better products and services, attract and retain valuable customers and build stronger brands.



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Harold Gross Managing Partner

Market Research Answers provides qualitative and quantitative research services, including interviewing, focus group moderating, ethnographic and observational studies, online communities and bulletin boards, survey design, programming and fielding, and data analysis including causal and predictive statistics. Our strength lies in finding customized research solutions tailored to client needs which are affordable and provide meaningful and actionable findings. Our clients span a broad range of B2B and B2C product and service categories, including commercial food service, commercial real estate, consumer packaged goods, engineering services, financial services and insurance, health care, residential construction and senior living.

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NSR is a full-service market research and consulting firm providing quantitative (telephone, personal, mail, online) and qualitative research assisting a diverse clientele in the public and private sectors in numerous industry categories nationwide. NSR's owner and founder has over 30 years of professional market research experience and is a registered MWBE/SBE/DBE firm.



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#### Scott C. Solis Market Research (SCSMR)

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#### Symmetric, A Decision Analyst Company

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TX - UT



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ConneXion Research and Strategy is a nationwide market research and strategy firm specializing in multicultural and Hispanic consumers and with capabilities in gen pop. Our mission is to connect companies and other research firms with real consumers and provide them with reliable and genuine consumer insights at competitive pricing. We achieve this by maintaining our brand positioning of creating strong "conneXions" with our clients, research partners, employees, participants, and communities in a trendy and friendly environment while using both traditional and innovative methodologies that nurture openness and deeper insights. With over 100 years of combined experience in market research, business development, strategic planning, marketing, branding, and advertising, we will help you obtain and action pertinent insights to compete in any market.

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# Geographic **listings** TX - UT



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#### Salt Lake City



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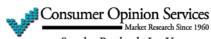


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#### Geographic listings VA - WA

#### Washington

#### Seattle/Tacoma



Seattle - Portland - Las Vegas

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#### Green Bay/Appleton



#### Consumer Connections Research, LLC.

1496 Bellevue St., Suite 502 Green Bay, WI 54311 Ph. 920-494-1812 or 888-811-5771 Simone.Hollin@myccresearch.com www.consumerconnectionsresearch.com Simone Hollin President

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CRS is a full-service firm with over 50 years expertise providing quantitative and qualitative insights that consistently impact the bottom line of our clients and their brand, product and business development. CRS expertise ranges from online focus groups, in-depth interviews, simulated retail tests, central location tests and in-home usage testing to in-depth quantitative analytics such as factor analysis, cluster analysis and TURF analysis. Our clients rely on us for segmentation analysis, NPD, A&U studies, secret/competitive shops and managing proprietary consumer communities.



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#### Cheyenne

Ironwood Insights Group, LLC - Chevenne Call Ctr.

3577 E. Lincolnway Cheyenne, WY 82001 Ph. 801-569-0107 or 307-369-0541 bradlarson@ironwoodinsights.com www.ironwoodinsights.com **Brad Larson CEO** 

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Australia - Canada

#### Australia



#### **Red Centre Software Pty Ltd**

P.O. Box 4707 Upper Ferntree Gully, 03156 Australia sales@redcentresoftware.com www.redcentresoftware.com Roland Seidel

Red Centre Software's tools do the jobs none of the others can do. Much copied, they are unparalleled for post-collection data processing, crosstabulation and analysis on desktop and mobile platforms. Desktop Ruby is designed from the ground up to handle the most complex tracking and ad hocs with comprehensive scripting and automation capabilities and a delightful GUI that makes simple jobs a breeze. Quantumstyle levels, global FMCG trackers, transaction data (millions of cases) auto-coded verbatims, many stats and direct links to R, push/pull to MS Office and open architecture for integration into wider processes – we have yet to encounter a job Ruby could not handle. Laser gives online browser access to Ruby jobs with real analytical power and Excel-based dynamic dashboards that can look spectacular. RubyGo and RubyPocket provide mobile access for all modern devices with similar analytical and dashboard features. RubyLib, the pure engine, can even be used to build your own online apps and portals. RubyCloud offers full data handling on the Cloud. Northern hemisphere sales are through info@ knowledge-navigators-research.com.

#### Belgium

#### ASKIA - Automating Insight (Brussels)

Burg. Maenhautstraat 44C Merelbeke, 09820 Belgium Ph. 32-9-210-17-70 contact@askia.com www.askia.com Maarten Bossuvt

#### Brazil

#### SKIM

118 - Vila Guarani (Zona Sul) São Paulo, SP, 04307-000 Brazil Ph. 55-11-5555-3314 m.ghiggeri@skimgroup.com www.skimgroup.com Marianella Ghiggeri Director Client Solutions

SKIM is a global insights agency helping leading companies thrive by understanding decision making. To stay ahead today, it's critical to know how decisions are made and how the changing environment influences decisions for

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consumers, healthcare and B2B professionals. We combine decision-behavior know-how with analytical rigor, a thorough understanding of marketing challenges, and innovative research techniques. The result? Practical recommendations you can use to propel your business forward, online and offline.

#### Bulgaria



51, Alexander Malinov Boulevard, Sixth Floor Sofia, 01712 Bulgaria Ph. 359-2-489-6099 sales@itnresearch.com www.jtnresearch.com Danyo Dimitrov Managing Director

JTN is among the leading online market research agencies in Europe, having proprietary panel access to millions of people in the Europe and beyond. Apart from sample provision and fieldwork support, our company covers a wide array of market research services from questionnaire design and translation, to professional survey programming on Decipher, Confirmit, Sawtooth and beyond, FW management, open-end coding, data processing and visualization, tabulation and analysis. Our clients can also rely on our assistance for a wide range of solutions and approaches for custom research development and add-ons. In the field of research design and fieldwork assistance, JTN does offer a number of our own research products like rapid ad tests, incidence checks, passive metering, custom panels and audiences, and state-of-the-art data quality validations. Relying on proprietary technologyenhanced solutions, our company ensures that our clients receive only quality and nothing but quality in either sample, research services or reporting and analysis.

#### Canada

#### Alberta

#### Calgary

#### **Contract Testing**

S.W. Glenmore Trail and Crowchild Trail S.W. Calgary, AB T3E 5N5 Ph. 800-342-1825 andrew.scholes@contracttesting.com www.contracttesting.com Andrew Scholes Director

#### British Columbia

#### Vancouver

#### **Contract Testing**

West 16th Avenue and Cambie Street Vancouver, BC V5Z 3C9 Ph. 800-342-1825 andrew.scholes@contracttesting.com www.contracttesting.com Andrew Scholes Director



#### CRC Research Inc

1398 W. Seventh Ave. Vancouver, BC V6H 3W5 Ph. 604-714-5900 or 416-544-3005 facilityvancouver@crcresearch.com www.crcresearch.com Kristina Wang

CRC Research is the premier market research agency in Canada. With 15 focus group rooms spread across our facilities in Toronto, Vancouver and Montreal, we are the largest supplier of facilities, bilingual recruitment and moderation, project management and qualitative research field services in Canada. We conduct sensory studies and usability tests across our network of facilities and work together with our partners to penetrate smaller markets throughout the country. Our health care, consumer and B2B capabilities are widely used by national and international consultancies who wish to conduct research in Canada.

#### Justason Market Intelligence Inc.

503 - 1080 Howe St. Vancouver, BC V6Z 2T1 Ph. 604-783-4165 or 604-682-4292 Barb@JustasonMI.com www.iustasonmi.com Barb Justason Principal



#### Vancouver Focus®

1080 Howe St., Suite 503 Vancouver, BC V6Z2T1 Ph. 604-682-4292 or 604 689-5511 Director@VancouverFocus.com www.vancouverfocus.com Douglas Amundaray Director of Operations

Vancouver Focus® is a well-established focus group facility located in the heart of downtown Vancouver. Our modern space offers two focus group rooms featuring live web streaming, wireless Internet access, FocusVision and high definition digital recording. The close proximity to public transit and street ample parking makes Vancouver Focus® the most conveniently-located facility in town. Surrounded by plenty of major

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#### Nova Scotia

#### Halifax

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#### **Ontario**

#### **Ottawa**



. it's in our nature

#### Elemental Data Collection, Inc.

170 Laurier Ave. W., Suite 400 Ottawa, ON K1P 5V5 Ph. 613-667-9352 info@elementaldci.com www.elementaldci.com Colin Kiviaho Partner

Elemental Data Collection provides a full range of field services including: CATI interviewing, online surveys, elite B2B, remote monitoring, multilingual capabilities, mail/data entry, coding and tabulation services. We are an independently-owned and -operated company. As your research partner, we ensure high-quality data and fast, responsive service at affordable prices. Working with you to ensure your success ... it's in our nature!



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Ottawa, ON K1R 1B4 Canada Ph. 613-606-6452 duane@goodinrealizations.com www.goodinrealizations.com Duane Goodin Founder & Director

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are your competitive advantage. We provide you with a strategy to move forward and deliver the best customer experience.



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283 Alexandre-Taché Blvd., Suite F3050 Gatineau, QC J9A 1L8 Ph. 613-230-3808 or 888-932-2299 x237 sales@recollective.com www.recollective.com Stephen Thompson

Recollective is a brandable, online platform for qualitative and community-based research. Sites can host one or more private studies, each incorporating structured asynchronous activities, discussion forums, video IDIs and live video focus groups. Share and gather insights from text, photo, video, image and video review and markup, screen recording, card sorts, polls, grids and multimedia response types. Licenses are available from three days through to ongoing annual communities, for 10 people up to thousands. Recollective's responsive design is optimized for use on any mobile or desktop device. Recollective includes browser-based verbatim excerpting and coding, auto transcripts and video clipping, backroom private conversations, on-demand reporting and transcripts, segmentation and more. Supporting services include training, ongoing tech support and study programming or review.

#### **Toronto**

# and agency:

#### AND Agency Inc.

2001 Sheppard Ave. E., Unit 506
Toronto, ON M2J 4Z8
Ph. 647-919-4317 or 866-492-8300
Sasha.fard@andishere.com
www.andishere.com
Sasha Fard Direction, Consultative Solutions

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Jim Peterson Jim Peterson, Managing Director

Global (AGMR) is a world-wide partnership of experienced research agencies established over 30 years ago. Our members are committed to the principle of internationalisation, and meet regularly to exchange information, share techniques and experiences. Our research is centered around flexibility of approach to each client, and each project. Global's service is not based on 'off the shelf' techniques, simply because we believe that a fresh approach to each clients' needs gives better results. We are able to offer a wide range of techniques and services. Our network provides the facility of your own local contact with the major world markets at your fingertips. What on earth are people thinking? We'll let you know



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Name St. S., Suite 12 Newmarket, ON L3Y 3Y9 Ph. 416-802-0298 sales@atpcan.com www.atpcan.com Dave Homer President

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#### Canadian Viewpoint Inc.

3-9078 Leslie St. Richmond Hill, ON L4B 3L8 Ph. 905-770-1770 jason@canview.com www.canview.com Jason Zweig Vice President

We offer top-quality solutions and wise advice for offline, online, qual and quant fieldwork. Our solutions include a proprietary English/French Canadian panel of over 300,000 active, opt-in, validated, profiled people as well as sampling (consumer/medical), programming (OmniUber, eye-tracking, heat maps, dashboards), faceto-face (intercept/mall, taste/pack tests, exit interviews, IDIs, groups, central-location, prerecruits), permanent Canadian mall locations, and CATI (in-house phone center, global fieldwork). And we continue to build more innovative solutions to meet your unique needs!

Canada



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119 West Drive Brampton (Toronto), ON L6T 2J6 Ph. 905-456-0783 x233 or 800-342-1825 andrew.scholes@contracttesting.com www.contracttesting.com Andrew Scholes Director

It's not surprising that more than half of the top-10 food and beverage manufacturers and quick-serve restaurants rely on Contract Testing (CTI) for sensory, quantitative and qualitative consumer insights. CTI research protocols are rigorous and proven to deliver scientific, actionable information – intelligence that results in better products and propels brands into category leaders. From CLTs and HUTs to online research and focus groups, our standards and controls are augmented by critical analysis and guidance, ensuring that clear information is delivered with efficiency. Look to CTI for its own fully-equipped field sites and vetted partner facilities across the U.S., Canada and worldwide. Proven protocols. Superior products. The world's best brands count on CTI. Our field sites across North America include Calabasas, Calif.; Grand Rapids, Mich.; Detroit; Houston; Philadelphia; Los Angeles; Chicago; Milford, Conn.; Totowa, N.J.; Toronto; Vancouver, British Columbia; Calgary, Alberta; Montreal; and Halifax, Nova Scotia.

#### **Contract Testing**

**Dufferin** and Sheppard Toronto, ON M3J 0H1 Ph. 800-342-1825 andrew.scholes@contracttesting.com www.contracttesting.com Andrew Scholes Director

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#### CRC Research Inc - Midtown

1867 Yonge St., Suite 200 Toronto, ON M4S 1Y5 Ph. 416-488-2328 midtownToronto@crcresearch.com www.crcresearch.com Rita Mitchell

CRC Research is the premier market research agency in Canada. With 15 focus group rooms spread across our facilities in Toronto, Vancouver and Montreal, we are the largest supplier of facilities, bilingual recruitment and moderation, project management and qualitative research field services in Canada. We conduct sensory studies and usability tests across our network of facilities and work together with our partners to penetrate smaller markets throughout the country. Our health care, consumer and B2B capabilities are widely used by international consultancies who wish to conduct research in Canada. Located halfway between downtown Toronto and North York, this recently renovated facility allows easy access for clients and respondents from both Toronto and its surrounding suburbs.



#### CRC Research Inc -Bloor/Yonge

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#### customer foresight group

#### **Customer Foresight Group, Limited** 111 Pacific Ave., Suite 1513 Toronto, ON M6P 2P2

Ph. 416-651-0143 or 877-350-0143 enrico@customerforesight.com www.customerforesight.com Enrico Codogno President

Customer Foresight Group, Limited is a Canadian market research firm that for two decades has provided customized and primary market research to private sector companies in North America and around the world. Our primary research methodologies are Competitive Intelligence and Mystery Shopping, but we can also provide traditional quantitative and qualitative research methodologies such as online surveys, focus groups and in-depth interviews. Most of our work is in the B2B arena but we also do research in the consumer sector. Contact us for a quote: enrico@customerforesight.com or 416-651-0143.

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19 Douglas Crescent Toronto, ON M4W 2E6 Ph. 416-921-1843 jjsmyth@databaseanalysts.com Jeffrey Smyth President

Counselors in corporate planning, marketing and market research since 1970, Database Analysts Ltd. serves a small group of clients in Japan, the United States and Canada. It also acts as a consultant to other research companies. Categories of experience include research in Asia (Japan), government and public affairs, communications, foods/nutrition and business-to-business.



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# rosettastudio

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#### **Telepoll Market Research**

180 Lesmill Road
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Ph. 416-977-0608 x222
cschmakies@telepoll.net
www.telepoll.net
Christine Schmakies Director of Operations
(See advertisement on p. 107)



#### Geographic listings Canada - Germany

#### Quebec

#### Montreal

#### **Contract Testing**

3180, Chemin de Chambly, Suite 108 Montreal, QC J4L 1N6 Ph. 800-342-1825 andrew.scholes@contracttesting.com www.contracttesting.com Andrew Scholes Director



#### **CRC** Research Inc

1610 St. Catherine's St. W., Suite 411 Montreal, QC H3H 2S2 Ph. 800-932-7511 facilitymontreal@crcresearch.com www.crcresearch.com Eloi Theberge-Legault

CRC Research is the premier market research agency in Canada. With 15 focus group rooms spread across our facilities in Toronto, Vancouver and Montreal, we are the largest supplier of facilities, bilingual recruitment and moderation, project management and qualitative research field services in Canada. We conduct sensory studies and usability tests across our network of facilities and work together with our partners to penetrate smaller markets throughout the country. Our health care, consumer and B2B capabilities are widely used by national and international consultancies who wish to conduct research in Canada. CRC Montréal provides a stylish, modern and spacious location for your project centered in the heart of downtown.

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itracks is an independent, innovative and agile market research technology and services company. Their innovative software platforms are used by market research companies and Fortune 500 brands globally. itracks' online focus group, telephone and video interview platform, video focus group and online community tools

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#### (See also Hong Kong)

#### **Escalent Asia**

SMI Center 33 Caobao Road, Suite D706 Xuhui District, Shanghai, 200235 China Ph. 86-21-5407-5599 infoap@escalent.co www.escalent.co Meiling Shih Managing Director

#### **Starmass International Business Consultants**

S817 Fangxing Building, No. 30 Xueyuan Road Beijng, 100083 China Ph. 8610-82371522 jack@starmass.com www.starmass.com Jack Wang Director

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Full-service market research and strategic consulting firm that specializes in reaching multicultural segments in the U.S., China and Latin America. Our domestic and international segment coverage includes African-American, Chinese, Filipino, Hispanic, Japanese, Korean, Indian and Vietnamese, etc. Our services comprise of design and development of qualitative/ quantitative research, recruitment, moderation, interpretation and strategic analysis.

#### Costa Rica

Avenida Escazu, Edificio 202 Local 202 en 2do Piso San José, Escazu, 10201 Costa Rica Ph. 506-40527272 e.grant@skimgroup.com www.skimgroup.com **Eugenio Grant Director Americas** 

SKIM is a global insights agency helping leading companies thrive by understanding decision making. To stay ahead today, it's critical to know how decisions are made and how the changing environment influences decisions for consumers, healthcare and B2B professionals. We combine decision-behavior know-how with analytical rigor, a thorough understanding of marketing challenges, and innovative research techniques. The result? Practical recommendations you can use to propel your business forward, online and offline.

#### Egypt



#### **Infomine Healthcare Research**

31 Omar Bakir St, Heliopolis Cairo, 11361 Egypt Ph. 20-1000-120-590 or 20227745254 amansour@infomineresearch.com www.infomineresearch.com Dr. Amr Mansour Regional Sales & Marketing Director

Celebrating 10 years, Infomine Healthcare Research delivers Middle East access to full-service market research and field data collection. Payer/provider, including public/ private facilities; medical, including consumables, equipment/devices; pharma, including Rx/OTC. Our advantage is exclusive recruitment by medical and pharmaceutical teams, serving global clients. Two regional hubs in Egypt and Saudi Arabia, plus full in-house operations in United Arab Emirates with reach in Morocco, Algeria, Tunis, Kuwait, Jordan and Lebanon - giving access to comprehensive Middle East Healthcare Research.

#### France

#### ASKIA - Automating Insight (Paris)

25 Rue D'Hauteville Paris, 75010 France Ph. 33-1-44-83-68-32 contact@askia.com www.askia.com Christine Caggia-Porruncini

#### Geographic **listings** Canada - Germany



#### Focus World International, Inc. - Europe

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Paulette Eichenholtz CEO/CFO



#### Passerelles Schlesinger Group

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www.schlesingergroup.com/en/company/ourbrands/passerelles
Eric Nalpas Managing Director

Our Passerelles high-specification focus group facility is located at Grands Boulevards metro as part of our network of world-class research facilities in 25 key markets across the U.S. and Europe. Schlesinger Group is the world's most comprehensive data collection and research services provider delivering a broad range of qualitative and quantitative solutions. Working in partnership with you, we offer high-performing platforms and outstanding recruitment and project management for any online or in-person method. Our global team manages studies worldwide with one knowledgeable point of contact. Recent acquisitions Focus Pointe Global, Market Cube and 20|20 Research add significant value in the form of facility locations, innovative proprietary online qual and quant technology and large-scale growth of our global panels. (See advertisement on inside front cover)



#### Schlesinger France (Formally ConsuMed Research)

8/10 Rue Saint Nicolas
Paris, 75012 France
Ph. 33-153-338380
info@consumedresearch.com
www.schlesingergroup.com/en/company/ourbrands/consumed-research/
Mélanie Félix

ConsuMed Research is ISO 20252 and 9001 certified and provides outstanding recruitment and project management services for your studies in France. We specialize in taking care of international clients and our bilingual team has a genuine understanding of your international expectations including accommodating time zone and public holiday variances. We recruit for any kind of market research study, including focus groups, IDIs, ethnographies, telephone interviews and quantitative studies. Our recruitment markets include healthcare,

consumer, IT and B2B. We are CNOM (French board of Physicians) certified, which means we do not have to pre-declare physician studies in France. Our Passerelles Schlesinger Group high-specification focus group facilities are located at Bastille metro and Grands Boulevards metros. (See advertisement on inside front cover)

#### Germany

#### ASKIA - Automating Insight (Mannheim)

Besselstr 25 Mannheim, 68219 Germany Ph. 49-621-84-55-232 contact@askia.com www.askia.com Dietmar Dzierzawa



# International a gyro: company

#### B2B International GmbH

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www.b2binternationalusa.com
Claudia Knod General Manager, Germany

B2B International is a specialist business-to-business market research consultancy that provides customized B2B market research and intelligence studies on a global scale from its offices across Europe, North America and Asia-Pacific. Our B2B expertise covers all industry sectors - from manufacturing to engineering, chemicals to construction - throughout the world.

#### Consumerfieldwork GmbH

Singapurstr. 15 Hamburg, 20457 Germany Ph. 49-40-74041980 info@consumerfieldwork.com www.consumerfieldwork.com Christian Brieskorn

Consumerfieldwork GmbH is an independent online research panel provider. We offer high quality samples. Our home panel in Germany is sized among the top five German panels. We also have a small panel in Austria. We offer consumer and B2B targets (including IT Pros). As a traditional online research panel we e-mail invitations to registered members: No survey router, no river sampling. Customers receive redirects for reporting bad quality (straight liners, racers, etc.) and don't have to pay these. For payout we use bank transfer. No Amazon vouchers, no PayPal. Respondents are not virtual, but identity validated.



#### Herzog + Glaser Teststudio Munich GmbH

Teststudio Munich Kaufingerstr. 9 Munich, 80331 Germany Ph. 49-89-21-26-84-40 or 49-89-23-23-19-50 l.danguillier@hg-teststudios.de www.en.teststudios-deutschland.de Louis Danguillier

The Teststudios Deutschland Group is a fullservice company specializing in market research in Germany, based in 10 cities: Munich, Berlin, Hamburg, Frankfurt, Cologne, Nuremberg, Stuttgart, Essen, Bochum, Leipzig. Each facility has the ability to meet all the expectations of our clients. They all contain generously sized, eye-catching and well-equipped state-of-the-art focus group facilities. Thanks to our profound local knowledge and our well-coordinated organization we are able to address our clients' wishes in a flexible and personal manner. Reliable service combined with our high level of competence allows us to carry out studies in a smooth manner while consistently maintaining a high level of quality those expect from the Teststudios Deutschland Group.



#### IGV Marktforschung GmbH

Dreieichstr. 59 Frankfurt am Main, 60594 Germany Ph. 49-6924240899 mf@igvmafo.com www.igvmafo.com Mehdi Farrokhnia Senior Project Manager

IGV Marktforschung GmbH is a full-service institute. We can conduct both quantitative and qualitative studies on your behalf. If you wish, we will serve as your sole-source provider, performing all tasks that the job may entail. Or you can entrust us to carry out individual tasks as you see fit. We also have qualified partners to call on if the job requires specialized skills and sector knowledge. IGV Marktforschung GmbH has long served the pharmaceuticals and healthcare industry, and it remains a focal point at our company. With good reason: our interdisciplinary team brings to the table considerable industry expertise and skills. This enables us to set up at short notice panels staffed with doctors and patients on your behalf. Our mindset is innovative and our approach is interdisciplinary, yet we always strive to keep it simple. As a results-focused company, we put the customer first, particularly the benefits that we can bring to your business. You can count on IGV Marktforschung GmbH to respond swiftly. You will always have a personal contact you can reach 24/7 throughout the project.

#### Geographic listings Germany - India

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#### Krämer Marktforschung GmbH

Geleitsstrasse 14 Frankfurt am Main, 60599 Germany Ph. 49-69-3487597-12 info@kraemer-germany.com www.kraemer-germany.com/en Christoph Rogl Managing Director



#### Krämer Marktforschung GmbH

Hansestrasse 69 Münster, 48165 Germany Ph. 49-251-802-0 info@kraemer-germany.com www.kraemer-germany.com/en Markus Albrecht Managing Director

Krämer Marktforschung GmbH is vour global and independent partner for qualitative and quantitative fieldwork. Our experienced management/ DP team provides a smooth and on-time delivery of complex projects. Thanks to our international Cido Research facilities in Europe, Asia and North America, we are able to conduct qualitative and quantitative studies worldwide. In our five owned test studio facilities in Germany with perfect conditions for the observation of participants, modern facilities and first-class audio-visual environment, we guarantee a professional atmosphere during the entire study. Krämer and Cido – the most trusted partners in MR data collection.



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#### Hong Kong

#### (See also China)

#### Strategic Focus Research and Consultancy Ltd.

Room 201, Hanley House 776-778 Nathan Road, Kowloon Hong Kong, SAR, Hong Kong Ph. 852-2832-7861 davidhui@strategicfocus.com.hk www.strategicfocus.net David Hui Director

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#### Global Survey

407, Empire Hub, Ghodasar Cross Road, NH 8, Ghodasar Ahmedabad, Gujarat, 380050 India Ph. 91-740322-0322 sales@globalsurvey.gs www.globalsurvey.gs Mayank Bhanushali Director

Why Global Survey? Our panels have covered every area of the market. You get a wide range of choices with us! We have active panelists all over the world; there are no places in the world where we cannot reach to conduct surveys. We have maintained our quality of surveys through various technological methods which help us provide you genuine surveys. We have high-quality B2B panels, which are focused on IT and business related topics, thereby serving business leaders and key decision makers. We have B2C panels, which help us bring you a direct connection to consumers all over the world! Our locations include Mumbai, Delhi, Bangalore, Ahmedabad and Florida to serve your needs. (See advertisement on p. 111)



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Knowledge Delivered Devasthali Corporate Tower Second Floor, Plot No. 42/5, Block A, Sector 62 Noida, 201309 India Ph. 91-120-682-3500 or 91-991-020-4052 sandeep.kumar@gnosispartners.com www.gnosispartners.com Sandeep Kumar Partner

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#### **Internet Research Bureau**

Edenpark Hotel, A-6 (5th Floor A Block)
Shaheed Jeet Singh Marg, Qutab Institutional Area
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Ph. 91-11-40789940
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www.irbureau.com
Ashutosh Singh President

Internet Research Bureau is a decade old global survey company, specializing in quantitative online research and respondent engagement. Headquartered in New Delhi and a regional HQ in the U.S. and the U.K., we serve clients in over 40 countries worldwide. The core services include engaging with niche consumer panels globally to gain market insights and designing, programming and conducting fast and accurate surveys. We rely only on organically acquired and smartly managed data. We firmly believe that Market

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1Lotus Market Research is an independent market research fieldwork agency, assisting fieldwork partners and advisory clients. 1Lotus Research specializes in delivering fieldwork services in B2B, health care segment and technology fields across 30 countries across Asia-Pacific, Middle East and Australia. 1Lotus Research has a CATI center to conduct telephonic qualitative, quantitative and online studies. 1Lotus Research has a dedicated two-way mirror viewing facility based out of Mumbai for conducting focus groups, in-depths and usability tests.





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Philomath Research is an ISO Certified servicebased market research organization, which is committed to providing precise and actionable insights to clients across the globe. We've been serving our clients for five years now. We believe and our clients testify that we're more than just research consultants. Our customercentric philosophy has led us to we work as a partner of choice and trusted resource for several companies and industries. Our experience and capability to offer quick, accurate, and cost-effective online sample services to our clients speaks for us. Our consistency in quality, smooth process, the knowledge of local markets and habits which is typical to a local agency is what makes us stand out. We assist our clients with Business to Business Research, Consumer Research, Data Collection Field Services, Online Focus Groups, In Depth Interviews, Online Panels, Sensory Research, CATI, Store Audits, Telephone Interviewing, Home Use Tests, Hybrid Research, Online Communities etc., for a variety of different industries. We cater to a several industries globally including Banking and Finance, IT, Retail, Oil and Gas, among others.



#### **Track Opinion**

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Track Opinion is a global market research and outsourcing firm that provides end-to-end custom research services. The array of services include: data collection, survey programming, translations, business research, data processing and report writing. Track Opinion offers world-class market research services with offshore economies. Our research team has an experience of working on B2B and B2C projects through different methodologies. Track Opinion has coverage in more than 20 countries across the Americas, Asia-Pacific and Europe/CEF regions.

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RFR International is an independent market research service agency based in Rome. We are specialized in consumer and health care qualita-

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#### <u>J</u>apan



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We are a full-service company providing both qualitative and quantitative research (online surveys, focus groups, in-depth interviews, central location testing, home use testing). We specialize in high quality panel and data services providing rapid, flexible responses for our clients. They include marketing research companies, advertising agencies, consulting firms, publishers, alcohol manufacturers, chain restaurants and travel agencies as well as food and beverage, personal care and cosmetics industries. Our testing includes: product and concept, pricing and packaging testing. Our surveys cover: needs, advertising effectiveness, brand and enterprise images, customer and employee satisfaction, customer trend research, cost structure research, chain restaurants, travel agencies and more!

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GMO Research can offer you an online research solution platform that allows access to our multi-panel and multi-country online panel network – Asia Cloud Panel. While we are constantly expanding our reach in Asia and globally, Asia Cloud Panel consists of over 36 million online panelists across 15 APAC markets ranging from consumers to CEOs. GMO Research is also a part of and backed by GMO Internet Group, one of the largest Internet conglomerates in Japan specializing in a number of

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Internet-related technologies: web infrastructure and e-commerce, internet media, internet securities and social media and smartphone platforms. They have the number one Japanese market share in Internet security, payment processing, e-commerce solutions, web hosting, domain and FX trading.

#### Republic of Korea



#### Focus World International, Inc. - Asia

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gary@focusworldint.com
www.focusworldinternational.com
Gary Eichenholtz CEO/CFO



#### Research A

Room 29, 12th Floor, A+ Asset Tower Gangnam Daero 369, Seocho-Gu Seoul, 06621 Republic of Korea Ph. 82-010-8639-5976 Brenda\_choi@research-a.com www.research-a.kr Brenda Choi CEO

Research A is a qualitative boutique research firm which is consist of four moderators who have worked in global research firms for more than fifteen years. The key strength of Research-A is the quality of moderation and the analysis enabled by the highly experienced moderators with vast experience across categories and clients. The methods we focus on are: qualitative – online, qualitative research, focus group-bulletin board, focus group-moderating, hybrid research qualitative/quant, consumer research, ethnographic research, consumer durables, consumer services, communications, entertainment, health care and information technology IT.

#### Malaysia



# **VASE.AI**

#### Vase.ai

Zenith Corporate Park, 63A-1 Level One, Block F, Jalan SS 7/26 Petaling Jaya, Selangor, 47301 Malaysia Ph. 603-8408-1668 expert@vase.ai www.bit.ly/quirksvase Henry Wee Head of Business Development

Vase.ai is a market research technology firm specializing in online consumer research to help consumer brands make decisions that drive higher ROI. We provide services such as online surveys and online focus groups. Our solutions will provide you with valuable insights on your consumers, market, product, advertisement and overall brand. With an emphasis on speed and accuracy, our flagship software product, Every, allows you to seek consumer opinions from over 400,000 Malaysians and gain results in under two hours. Whether you're a novice or an expert researcher, Vase can help you make better, faster and more informed data-driven decisions anytime.

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Mini Kalivianakis Client Solutions Director and
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Infotools is an award-winning software and services provider for the market research industry. Established in 1990, and with a presence in the U.S., Europe, South Africa and New Zealand, we work with some of the world's best known brands, including Coca-Cola, Orange, Samsung, and Mondelez, as well as boutique research agencies such as MDI and Quantum Market Research. Our powerful cloud-based software platform, Infotools Harmoni, is purpose-built for market research data. From data processing through to analysis, reporting, visualization, dashboards, distribution, and data alerts--Harmoni is a true 'data-to-decision-making' solution. With almost three decades of experience partnering with both in-house corporate insights teams and market research agencies, we have data experts who can help you with things like research design and management, data design and organization, and insights discovery, analysis, visualization and reporting. We don't do data collection – but once you have your data, we can help you see it differently and make it easy for you to find and share compelling insights that inspire decisionmakers to take action.

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Kadence International is a leading Market Research company in the Philippines. It is part of the Kadence International Business Research Inc Group that has offices in the U.S., U.K., China, India, Thailand, Vietnam, Indonesia, and Singapore. Our 27 years of global experience allows us to cover up to 50 industries helping our clients unlock new ideas, strategies and business growth at a global level. The Kadence Philippines team is composed of diverse and experienced professionals in the Research Industry - Project Managers, Researchers, Analysts and Data Processors. We offer diverse Market Research and Intelligence, B2B and B2C services from Data Collection, Insight Consultancy to Market and Competitive Intelligence. We are also an ISO 20252 certified company.

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Prästgårdsgatan 24 Mölndal (Gothenburg), 431 44 Sweden Ph. 46-31-7872599 ben@nordic-viewpoint.com www.nordic-viewpoint.com Ben Lepez Managing Director

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TRIA founded in 2000, is celebrating 20 years in MR and data collection. We served to 70+ international firms, 14 of which were from the USA. As a SME, we completed nearly 1,000 projects blending B2C and B2B targets, quantitative and qualitative techniques. In addition to our unique strength in the domestic market we have extensive regional experience, where we collaborate our business partners.

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#### ASKIA - Automating Insight (London)

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#### **B2B International**

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B2B International is a specialist business-to-business market research consultancy that provides customized B2B market research and intelligence studies on a global scale from its offices across Europe, North America and Asia-Pacific. Our B2B expertise covers all industry sectors – from manufacturing to engineering, chemicals to construction – throughout the world.



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2-6 Boundary Row London, SE1 8HP United Kingdom Ph. 44-203-714-4174 info@beehiveresearch.co.uk www.beehiveresearch.co.uk Paul Kavanagh Director

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CM Research is an independent market research agency specializing in the veterinary and pet owner sector. We have been advising our clients on their brand/product development, performance, positioning and future-facing strategy for 10 years. We are experts in new product

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Blue Fin Building 110 Southwark St. London, SE1 OSU United Kingdom Ph. 44-20-3053-9333 info@confirmit.com www.confirmit.com Tim Hannington Executive VP

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144 Liverpool Road London, N1 1LA United Kingdom Ph. 44-20-7431-4366 info@criteria.co.uk www.criteria.co.uk James Sainsbury Managing Director

Criteria Fieldwork has been leading the way in qualitative recruitment since 1996. We are qualitative specialists producing fieldwork of the highest standard, recruiting for all qualitative methodologies. We research and organize any services that you may require including: booking venues, live streaming, note taking, provision of participant incentives and any other project requirements. Each project has a dedicated manager who prepares a recruitment screener based on your brief. We have an extremely thorough participant validation, verification and confirmation process. Our recruiters are regularly trained and our processes strictly monitored. All projects are pre-checked independently. We take quality control very seriously. Our managers provide regular updates on recruitment progress and will offer solutions where necessary. We aim to make the recruitment process as seamless as possible for our clients and go the extra mile to help ensure project success. Quality and clear communication are at the heart of everything we do. We are accredited to the ISO20252:2012 standard and the Market Research Society Fair Data scheme. We are also Market Research Society Company partners.



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Digital Taxonomy offers the Codeit platform for smart verbatim coding for survey research and social content. Codeit combines the speed of AI with the intelligence of your team. It enables people to analyze text quickly and accurately, at the level of granularity you choose. With Codeit you can let your people make all the decisions, leave it all up to our AI or choose a powerful combination of both. Codeit is integrated into a range of third-party tools. We also offer a clean and reliable API if you want to integrate Codeit with your internal software. Contact info@digitaltaxonomy.co.uk to book a demo and free trial.



#### DigitalMR Ltd.

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DigitalMR is a tech company with proprietary solutions for social intelligence and online communities. It specializes in the use of artificial intelligence for insights and the integration of social, survey, and sales data for unique actionable insights. Following years of R&D partly financed by government grants, DigitalMR's main areas of research include text and image analytics, particularly sentiment and semantic analysis, emotions analysis, and image theme and logo detection. DigitalMR works with multinationals in various sectors such as FMCG, retail, banking/finance, telecoms and NGOs.



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Highland House 165 The Broadway, Wimbledon London, SW191NE United Kingdom Ph. 44-203-292-2444 crussell@dynamicfieldwork.com www.dynamicfieldwork.com Colm Russell Managing Partner Paul Donnelly Managing Partner

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#### **EMPOWER Translate Ltd.**

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# perspective

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#### iResearch Services

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# kudos research

#### **Kudos Research**

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# **Medallia** LivingLens

#### Medallia LivingLens

49 Jamaica St. Liverpool, L1 OAH United Kingdom Ph. 44-151-601-7383 info@livinglens.tv www.livinglens.tv Matt Marontate Head of Global Sales

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#### **RONIN International**

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RONIN International is a leading data collection agency, conducting global online and telephone (CATI) research in 30 languages from our London research center. A pioneer in health care professional panels, global B2B and customer satisfaction studies, with over 20 years' experience delivering complex multi-country projects. RONIN continues to receive excellent client feedback for data quality and proactive project management in B2B, IT, customer satisfaction, stakeholder and health care professional studies. Services from questionnaire scripting and translation through to final data delivery.



#### Schlesinger Group UK (Formally The Research House)

124 Wigmore St. London, W1U 3RY United Kingdom Ph. 44-20-7935-4979 UK@SchleisngerGroup.com www.schlesingergroup.com/en/locations/ united-kingdom/london Sarah Bennett Director Project Management & **Operations** 

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Osborn House, 80 Middlesex St. London, E1 7EZ United Kingdom Ph. 44-208-222-7700 d.voxlin@skimgroup.com www.skimgroup.com David Voxlin Directory U.K.

SKIM is a global insights agency helping leading companies thrive by understanding decision making. To stay ahead today, it's critical to know how decisions are made and how the changing environment influences decisions for consumers. healthcare and B2B professionals. We combine decision-behavior know-how with analytical rigor, a thorough understanding of marketing challenges, and innovative research techniques. The result? Practical recommendations you can use to propel your business forward, online and offline.



#### SKOPOS Insight Group (Europe)

Endeavour House, Stansted Airport London, CM24 1AL United Kingdom Ph. 44-20-7953-8359 ask@skopos.london www.skopos.world Paula Juson Managing Consultant

Skopos World is the long-established, awardwinning, full-service, global business insights network based out of Europe, providing research skills and expertise to help clients maximize opportunities originating from "new world" developments. Our modern research toolkit, which fuses both high intellect and AI, in combination with locations across Europe and the world, deliver the scope and scale today's brands operating in this region require. Our experienced experts and leaders ensure the work is trusted and actioned within your business



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# Research Services **Cross-Index**

The Research Services Cross-Index is designed to help you find companies that specialize in research services and techniques such as eye-tracking and mystery shopping. To find a company that specializes in researching a particular industry, such as senior citizens or sporting goods, turn to the Industry Cross-Index on page 152.

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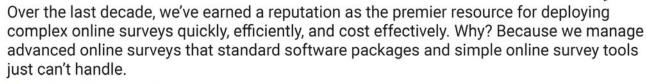
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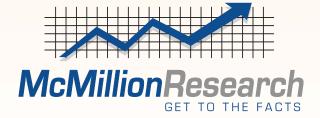
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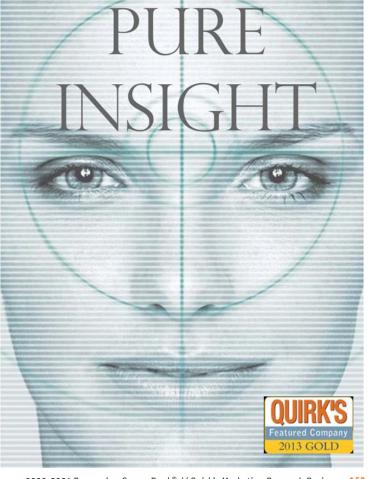
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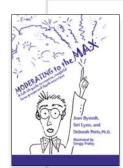
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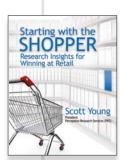
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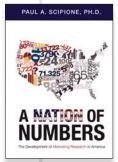


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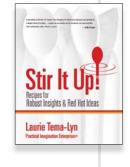
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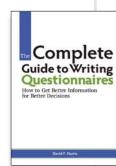
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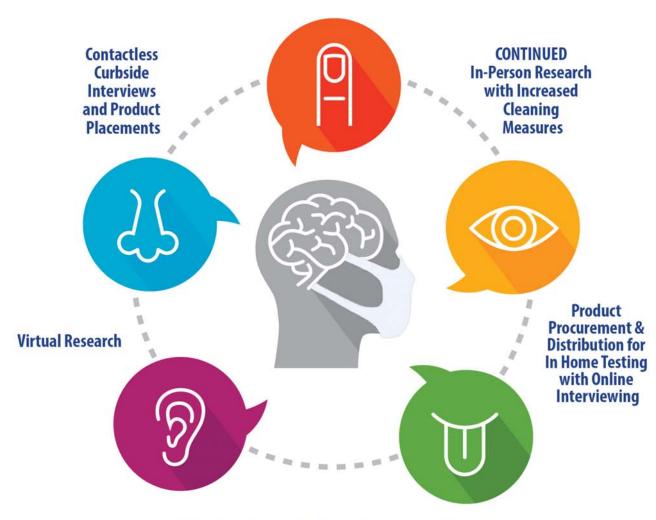


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