The true cost of (poor) quality:
How fraud and bad data impact the bottom line and send clients packing

Roddy Knowles
VP, Product

the data quality platform that prevents survey fraud

Quality…still?

Why even do (quant) research at all?

MRX faces a monster

- Constrained (and more scrutinized) budgets

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- AI

What really stands in our way is (still)...

Quality

Why even do (quant) research at all?

We've made this bed by...

- Obfuscating the data collection process
- Focusing on treating the symptoms
- Masking the problem through data cleaning

Data should be clean

Data should be real

Data should be representative

Data should be reliable

And who's going to sleep with us now…

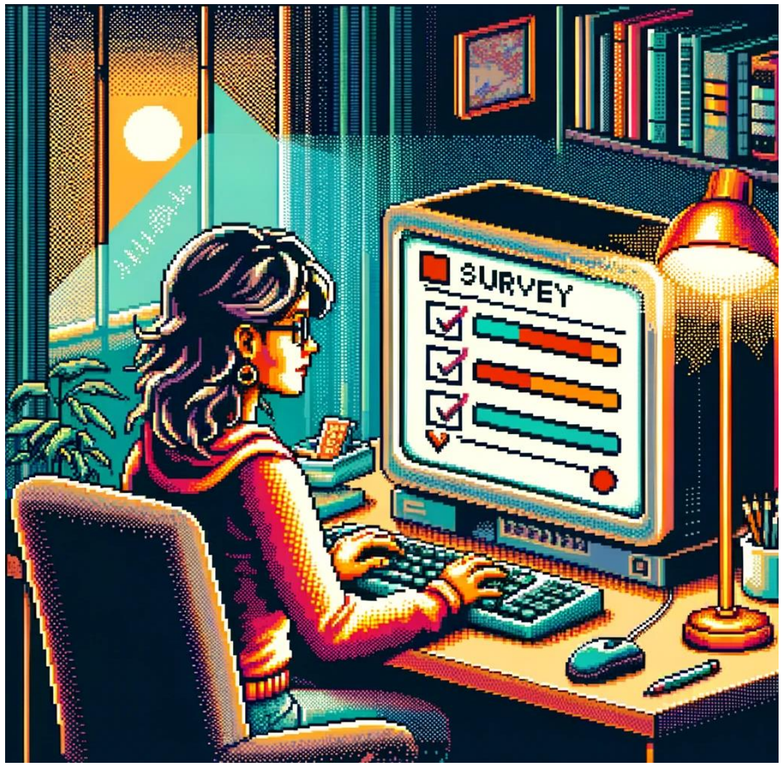
when trust in survey research is so low?

What's the cost?

Choose Your Fighter

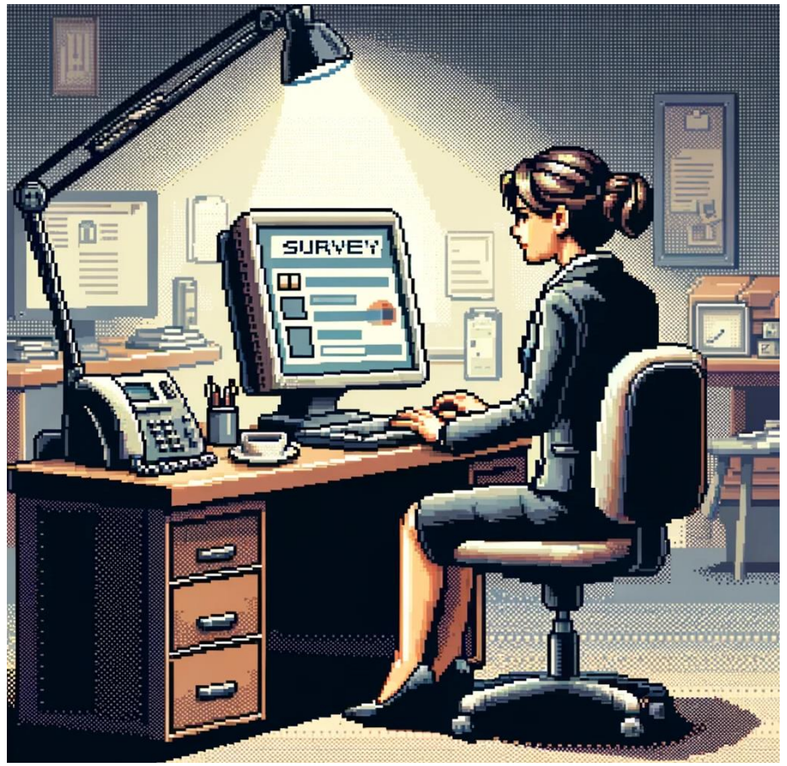
How would you like to waste your money?

B2C

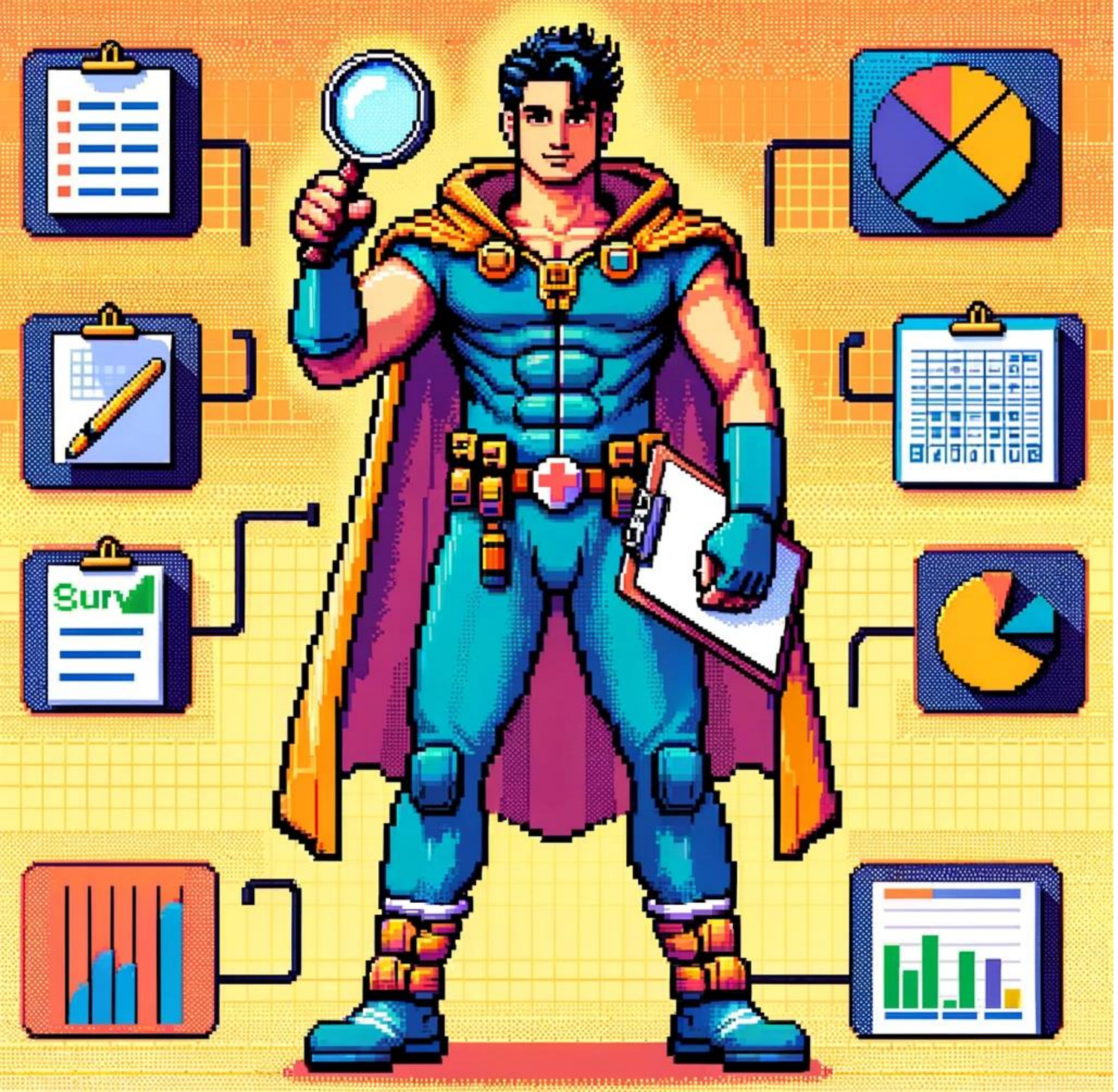


LOI: 12 min
N: 500
OE: 3
CPI: £6
Complexity: Low
Removals: 20%

B2B



LOI: 10 min
N: 500
OE: 3
CPI: £12.50
Complexity: High
Removals: 30%



Sample

B2C: £200

B2B: £600

Field Mgmt

B2C: £90

B2B: £185

Data Cleaning

B2C: £180

B2B: £270

Refielding

B2C: £55

B2B: £115

Bonus:
Missed Deadline

How would you like to waste your money?

a) Sample

b) Field management

c) Data cleaning

d) Refielding

e) All of the above

B2C

Sample: £200
Field Mgmt: £90
Data Cleaning: £180
Refielding: £55

Waste: £525

B2B

Sample: £600
Field Mgmt: £185
Data Cleaning: £270
Refielding: £115

Waste: £1170

You’ve reached the boss

The real cost is losing a project

The real cost is losing a client

What should you do?

Stop threats before they start (a survey)

...which is why we built dtect

Lead the discussion

Lead with your quality program

Craft an effective data quality playbook

- ✓ Employ best-in-class tech
- ✓ Address fraud threats comprehensively
- ✓ Be selective with supply
- ✓ Account for the whole project lifecycle
- ✓ Educate yourselves *and* your clients
- ✓ Employ best-in-class humans

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dtect™