

Press release

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**CS&A recognized as innovator in reputational risk management in 2023  
ALM Pacesetter Research**

CS&A International is recognized as an innovator in reputational risk management in the latest ALM Pacesetter Research (APR). In a volatile and demanding market where professional service providers continually reassess their approaches, CS&A International stands out as an innovator in the management consultancy category. "It's valuable to have independent, third-party research assessing providers from the client's perspective instead of just focusing on a specific capability or technology," said Caroline Sapriel, Managing Partner, CS&A International. "We take a long-term strategic view of crisis resilience using an integrated business contingency framework with our clients. The research findings are a testament to our innovative solutions in response to our clients' changing needs."

Companies have been more focused on reputational risk in the last decade. Many now actively work to manage reputational risk instead of seeing it only as a by-product of other risks requiring crisis remediation and strategic communications services. The pandemic forced organizations to recognize the importance of stakeholder engagement and buy-in for their strategies. Geopolitical forces, social media, and increasing pressure for transparency in environmental, social and governance activities have also helped drive demand for reputational risk management solutions. The APR research shows that the most effective reputational risk management providers take account of the changing environment and provide solutions which best address client needs over the long term.

The APR research identifies which professional service providers across different market sectors had the most impact in rapidly shifting market conditions. A panel of experts made up of ALM editors, journalists, market intelligence analysts, professionals and academics with experience working with professional service providers first identified Market Leaders. Next, an ALM research team combined qualitative and quantitative research methods to profile the Market Leaders who were evaluated and scored against five criteria: business model, value proposition, service delivery, client enablement and brand eminence. ALM is a business-to-business information and intelligence media company that delivers premium content to professionals in the legal, financial services, benefits, consulting, property and casualty insurance, and real estate industries.

Founded in 1991, CS&A International is a consultancy specializing in risk, crisis, and business continuity management. Focusing on crisis detection, prevention, and mitigation, they work with multinational corporations across diverse industry sectors worldwide to deliver customized best practice solutions and services. They have also developed an integrated business contingency framework and a suite of software solutions to support clients before, during, and after crises.

For more information on CS&A International's 2023 APR performance and crisis management solutions, contact [info@csa-crisis.com](mailto:info@csa-crisis.com) or visit [www.csa-crisis.solutions](http://www.csa-crisis.solutions).