

FREQUENTLY ASKED QUESTIONS- EOND

About EonD

What is EonD and how is it different from the other expert networks?

Expertise on Demand (EonD) is a global expert network that connects leading international organizations with world-class experts and professionals, from C-level executives, high-level government officials, technology disruptors or management consultants, to subject matter experts from very broad thematic areas, in public and private sectors.

How does EonD work?

We connect experts with clients for phone consultations or for longer term professional engagements. We make sure to treat each request/consultation as a unique advisory project supporting clients on every stage. We build long term relations with our experts based on mutual trust and commitment.

We create your individual profile, which allows our AI based research tools, to more efficiently identify, vet and match profiles to a particular engagement. Should we receive an inquiry matching your expertise, we will reach out to inform you about the opportunity.

Who are EonD's clients?

Mos often, our clients are renowned international consulting companies, financial institutions, leading companies in industry, technology, international organizations, government institutions and NGOs.

T&C / NDA

What are your Terms and Conditions?

You can find the Terms and conditions on our website - <https://eond.eu/expertise-on-demand-network-terms-and-conditions/>

If I first engage with a client through EonD, can I reach out directly to that client in order to discuss additional work?

If EonD introduces you to a client, we ask you to abstain from such contact or any additional individual work for the client in question for a period of one year (in the case of large multinational companies it refers to the regional office you were redirected to).

If I had an existing relationship with a client prior to joining the EonD Network, am I allowed to continue my consulting work for them outside of EonD Network?

Yes, you are - we only ask that you abstain from pursuing additional consulting from firms that we first introduced you to.

When I join EonD's network, can I do any consulting work for other companies?

You may continue to work with your current clients and any new clients that you will have engaged through your own sources. Should you pursue any new project with the Client introduced by EonD, we ask that you do so through our organization and apply our T&C/ NDA.

Expert relation with EonD

Does EonD share my profile?

Once you submit your CV with us, you acknowledge that your profile can be shared with our clients (and only with our clients). Your contact details will NOT be shared with any other third parties, and remain only with EonD to learn more, please visit our Privacy Policy: <https://eond.eu/privacy-policy/>

What is the cost of joining the EonD Roster?

Once we receive your CV, we place it in our Roster totally free of charge. It does not require additional action on the Expert's side.

Phone consultations

How do I prepare myself for the call?

In some cases, you will be asked to have a prep call with EonD or we will share with you a list of topics/ questions to be raised during the expert call. This will give you an idea of what to expect during the consultation. In other cases, no specific preparation is needed.

What does a typical engagement process look like step by step?

Once we reach out to you with the project's details and confirm your interest in participating in the phone consultations, we share your profile with the client. After carefully reviewing your profile, our client shares their feedback with us. We always come back to you with information regarding whether or not you have been shortlisted.

The timeline may vary depending on the project, but we always make sure to stay connected with our experts and inform them about any updates. In the case of a positive feedback, we will reach out to you right away to take care of the logistics and schedule the phone consultation.

How do the logistics of a phone consultation work?

EonD's team will do it for you. Just share with us your availability, time preferences (including time zone) and you will receive a confirmation as soon as possible. The phone consultation is between the expert and the client; EonD does not take part in it, unless the client asks for the transcript of the call.

What communication platform does EonD use?

EonD uses most of the common communication platforms. It is up to the client to choose between Zoom, Google Meet, Webex. All of which are simple and customer friendly platforms.

Once the call is confirmed, you will receive an invite from our team. If you do not have the required tool, you will be redirected automatically to access the call via the browser, however we suggest you download the given application.

How long does a call last?

We work on a minimum 1-hour slot. If a call takes more than an hour, an expert will add 15/30/45min slots, as opposed to an additional 1 hour.

How many phone calls does the client usually require?

It depends on the consultation, but usually it is a 1-2h consultation. In some cases, especially if the client's feedback was very positive, you will be asked to provide several consultations.

How do I reschedule a consultation?

In order to reschedule a consultation, you can email us directly at contact@eond.eu and leave the coordination to our team, or hit More options > propose a new time on the invitation you received – which will notify our team to arrange a new time that suits all invitees.

What if the client is not satisfied with my answers?

We have a 10-minute grace period. If an expert does not provide the required answers in the first 10 minutes, the client will have a chance to call off the consultation free of charge. The expert also has a right to call off the call in the first 10 minutes – if they deem the questions asked by the client to be out of the scope of their expertise.

Contracts and NDA

Am I obliged to sign an NDA?

By acknowledging the Terms and Conditions you sign an NDA. Depending on the type of engagement, a further NDA may be signed directly with the client.

Do I sign a contract with EonD or with a client?

A contract is signed either directly with our client or with EonD, depending on the type of engagement. In the case of phone consultations, the contracting is done directly with EonD (through the Terms and Conditions form).

Can I share any non-confidential documents with the client?

Any non -confidential documents can be shared, provided that you or your company have no specific confidentiality agreements. If you are unsure you can disclose any specific details, it's safe to assume that you should not disclose it.

We understand that you might be restricted from revealing certain non-public information, data- you will not be asked uncomfortable questions.

Can I share any details of my client consultations?

No - the details of your consultations with the client are to be kept confidential. Client's identity and the subjects of your consultations are not to be disclosed.

Payments and Fees

How do I know how much to charge for the consultation?

If you do not have a predetermined hourly rate for phone consultations, EonD can make a suggestion based on years of experience, functions and positions held and the specific insights of the expert.

Can I charge for preparation time prior to the call?

If agreed with the client, and the complexity of the call requires so, the expert can also charge for the time spent on preparations. The wait time during the call is not compensated.

In the case of a phone consultation will I be paid by EonD or the client?

EonD is the contracting side for the call, thus any administrative and financial matters are handled directly between EonD and the expert.

Can I direct the payment for a phone consultation to my company?

We can process the payment based on your individual invoice or company invoice. It is up to you as to how you want this payment to proceed.

How do I get remunerated for a phone consultation?

Our Administrative Representative will get in touch with you once the consultations are completed and lead you through the invoicing and payment process. Payments are executed in 7 working days after approval of an invoice. We use secured international wire transfers and remunerate in EUR or USD

How do you calculate my invoice?

Phone consultations are compensated based on hourly fee and time spent on a call. We ask you to keep track of the engaged time.

Am I required to pay the local taxes and bank fees?

You are solely responsible for your local taxes, if applicable.

Under PSD2, all transfers made within the European Economic Area (EEA) need to have shared charges imposed (costs shared between the sender and the beneficiary). Wires outside the EU are issued without additional costs imposed on the beneficiary. Bank fees may differ according to additional charges imposed on international transfers.

Expert Support

Do you have expert support?

Our team of analysts is always ready to assist you at any time, with any doubts or questions you may have. You can always email us at contact@eond.eu and we will respond in 24h, or give you a call.

How can I communicate with EonD to discuss my engagement in more detail?

We are happy to answer any questions that you may have and guide you through the process. If you prefer having a call, our Communication Team will be happy to connect with you directly. Just reach out to our team of consultants and we will schedule a suitable time to speak.

I just completed my first consultation with EonD, what's next?

We hope you have had a wonderful and fruitful experience with providing your consultation via EonD.

We wanted to thank you for participating in this process and your engagement. In an effort to stay in touch with talented experts such as yourself, we have created an internal database - EonD Expert Roster, which you are now a part of. This allows us to reach out to you when an opportunity matching your expertise arises.

How can I receive feedback from my engagement/consultation?

In order to continuously improve our services and the quality of our network of experts we would love to hear your feedback from the consultation and the engagement process as a whole. We usually receive client's feedback as well, thus will share with you whenever applicable.

Further engagement and referrals

What if I am interested in more expert calls?

EonD works on a project basis, thus that depends in large part upon the requests made by our clients. Each time we see a suitable opportunity for you, we will reach out. The expert decides on the burden of commitment; we are always glad to continue our work with the experts.

EonD makes no guarantees with respect to the number of projects.

Can I refer another expert to your network?

We are expanding rapidly and are always willing to work with new high-profile experts. We will be delighted to receive your referrals.

If you would like to refer your colleague, he/she can subscribe to our network via the online form at www.eond.eu -Become an Expert.

Will I be paid for a referral?

Once an expert you recommend is engaged for a project with one of your clients, you will receive a one-time remuneration package of 100 USD.