

Consulting Excellence Declaration

2024

Our commitment to Consulting Excellence

Enfuse Group was founded with the express intent of delivering digital transformation professional services in a way that would be more inclusive, expert-driven, and result in greater client satisfaction.

Enfuse Group has grown rapidly but at our core, our founding philosophy and our values remain constant. We continue to seek improved ways to serve our clients and employees and strive to create a psychologically safe environment where people can be empowered, grow, and enjoy their work. The strength of our employee value proposition has been recognised through numerous external awards, including winning MCA's Best New Consultancy 2023 and 'Best Companies' placing us in the Top 3 for Best Consultancies To Work For nationally. We are proud that Enfuse Group is recognised as a leading employer in the sector.

We are committed to the Management Consultancies Association (MCA) Consulting Excellence scheme and believe these 13 principles are deeply ingrained in our own values and actions. This Declaration evidences our commitment to the MCA's Consulting Excellence principles.



“The MCA’s Consulting Excellence principles are core to everything we do and believe. We greatly value the work the MCA does to set the gold standard for the industry and are delighted to continue to play a small role in this much greater cause.” – **Graeme Curwen, Co-Founder & CEO**



About Us

Enfuse Group |

Who we are

Our mission is to be the consultancy clients love to work with, and people love to work for.

Our vision is to build a relevant, values-driven transformation consultancy by empowering and inspiring clients, and our people, to thrive.

For our clients this means we are the trusted transformation partner for digitally ambitious organisations. We bring their vision to life with relevant expertise, creativity, candour, and a human approach.

For our people this means Enfuse Group is a little bit different to other consultancies. We don't just say we put people first, we actually do. We want everyone to have a voice and to bring their authentic selves to work so they can thrive.



Recognised by the MCA as **Best New Consultancy 2023**



What we do



We work with across the entire transformation lifecycle from strategy to delivery. We provide deep understanding of people, process, data and technology, to enable you to get ahead and thrive in the digital age.



TRANSFORMATION

- Strategy
- Agile Transformation
- Operating Model
- Innovation
- Customer Experience
- Employee Experience
- Process Excellence



CHANGE & DELIVERY

- Program & Project Management
- Portfolio Management
- Agile & Product delivery
- Business Analysis
- Change Management
- Creative Comms



DATA & TECHNOLOGY

- Data & Analytics
- Architecture
- Engineering
- Process Mining
- AI
- DevOps

OUR CLIENTS NOTICE THE DIFFERENCE WHEN THEY WORK WITH US



Industry Leading

85%

CSAT & NPS Score



WE PRIDE OURSELVES ON BEING A GREAT PLACE TO WORK



52%



Male employees



48%

Female employees

WE ARE CONSTANTLY WORKING TO BE MORE SOCIALLY CONSCIOUS



Supporting Alice's Arc, a charity for those affected by childhood cancer



Recognised by the MCA as **Best New Consultancy** 2023

Top 3 Best Consultancy to work for



95%+

of work results in repeat business



Ranked a **Best Workplace for Women**

Ecologi

We actively maintain a **Climate Positive** status with Ecologi Zero



We have **avoided over 700 certified tonnes of CO2e & funded over 8,000 trees**





We stand out from the crowd

At Enfuse we strive to be the “purple cow” where we stand out from the crowd...

- 🐮 Trademarked innovation model used by world leading organisations
- 🐮 Leading edge data framework in 4dDX
- 🐮 Best in class consultancy for IT Transformations
- 🐮 Enfuse Partner Ecosystem for deep expertise
- 🐮 Every engagement is unique, tailored to your needs
- 🐮 Market leading high ratio of directors to consultants for quality outcomes (6:1)
- 🐮 Award-winning people proposition
- 🐮 Specialist Signavio UK partner



Our clients



We build long-term trusted relationships with our clients. We have the privilege of working with some of the world's most recognised companies and helping them achieve their goals.





Our Values

Our Values



Be...

HUMAN

CANDID

RELEVANT

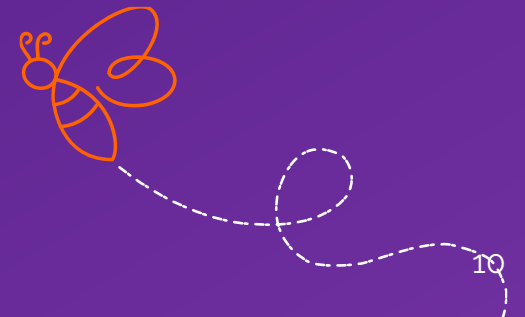
CREATIVE

We are **people first**, we build trust and deliver with integrity

We are **open and honest** with our people and clients

We **solve problems** that matter

We are **creative** thinkers and strive to do things **differently**





Diversity & Inclusion



Diversity & Inclusion at **Enfuse Group**

We believe it takes diversity of thought, culture, background and perspective to create a successful business so DE&I is a key company priority.

We want everyone we work with – our people and our clients – to always be their authentic selves and feel a sense of belonging and psychological safety.

We are committed to diversifying our employee base, providing the necessary DE&I training and resources for our people to succeed and have created inclusive policies to give everyone working for us peace of mind that they are working in a safe environment.

We are constantly reviewing our recruitment process to ensure we are attracting people from different cultures and backgrounds. We strive to create an accessible, fair, and equitable recruitment journey and seek to ensure we remove any biases. We have created inclusive policies and a friendly and inclusive culture to allow everyone to feel valued and that they can truly be themselves.

By joining Powered by Diversity and Lead5050, we have started tracking internal data on DE&I and the gender pay gap and have been given an action plan to drive continuous improvement within this area. We regularly promote best practice and share our ways of working via LinkedIn and will further do this in our DE&I section of our new website. We want to demonstrate and evidence our commitment to this key company priority.





We want everyone to feel that they can bring their authentic self to work at Enfuse and achieve everything they want to in an inclusive and supportive environment.

GENDER BALANCE

To enable all of our team to have equal opportunities and to particularly support women, we have created inclusive working policies, enhanced family friendly policies, a menopause policy and hybrid, flexible working practices. Our internal Women Leaders Forum also runs regular events to educate and inspire our staff.

ETHNIC BALANCE

We have a Talent Acquisition Partner who focusses on day-to-day recruitment as well as engaging with organisations that focus on hiring talent from ethnic minorities. Our DE&I Huddle helps ensure our strategy, keeps us on track, educating us and helping us to become better allies to each other.

LGBTQ+

We have an internal network, Enfuse Pride, who regularly meet to discuss important topics, lead and speak up for change and continue to teach the whole team how we can be their allies. They periodically review all of our practices and policies to ensure they remain inclusive, including ensuring our policies are trans and non-binary inclusive.

SOCIAL MOBILITY

It is important to us that our colleagues from lower socio-economic backgrounds have equal opportunities to progress with their careers within the consultancy environment and we will ensure they have all the support required to succeed.

DISABILITY

We want to support our colleagues and also encourage others who identify as having a disability, chronic condition or those who are neurodiverse to join us. We do this by offering hybrid and flexible working, inclusive policies such as a pain and fatigue policy, a home office budget and an accessible office for meetings and company events.



Ethical Behaviour

Ethical Behaviour

At Enfuse, **we pride ourselves on being responsible**, we conduct our business ethically and through strong values, foster an ethical culture.

Honest Business

At Enfuse we are committed to honest and proper business practices, from the way that we treat our colleagues and defining the behaviours we expect from them, how we address factors relating bribery and corruption, how we link our business ethics to our values, and being aware of how we manage our environmental impact to give our clients the best possible service.



Socially Conscious

We endeavour to make socially conscious decisions at every level of the business to ensure we are doing the right thing. We have a charity of the year, give our team volunteer days, measure our carbon footprint and ensure we are responsible and good citizens.

Values

Our values are embedded into everything we do. Be Human, Be Candid, Be Relevant, Be Creative. We back our values up with company policies so that everyone knows what is expected of them and we confront behaviour that doesn't conform to our values.



Client Service & Value



Client Service & Value

We pride ourselves on being relevant to our clients and their needs.

This means expert and tailored solutions that provide real value. We train our consultants and build propositions within 3 capability groups, and then tailor this expertise and to each client's situation.

The greatest evidence of our commitment and upholding of these principles is from the words and ratings given by our clients themselves.

In our most recent bi-annual Client Satisfaction temperature check, we scored 85% in both our Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS), which benchmarked for professional services firms puts us into the gold standard for excellent performance.

Our client feedback has consistently picked up on positive themes related to our values.



BE HUMAN

"From a 360-degree perspective, we felt really engaged with Enfuse, from its work ethos to its human standpoint"



BE CANDID

"They listened to us, adapted to how we worked and weren't afraid to challenge our thinking."



BE RELEVANT

"They are sleeves rolled up, they're not simply playing back what we already know – they really add value and get stuck in and become part of the team"



BE CREATIVE

"In true Agile terms an amazing team who adapt to the challenges faced and offer practical solutions, expertise and consistent added value to deliver."



We set high standards of professionalism and integrity, underlined by our goal to be remarkable with and for our clients.

We drive a proactive mindset where prevention is better than cure, where creativity is encouraged, and where we tailor our approach to client needs.

All firms strive to be high performing. However, we go beyond words to underpin this by removing bureaucracy and enabling our consultants to adopt a "how to be remarkable (H2BeR)" mindset, which is at the forefront of our company culture. Using simple tools, we ensure all our consultants are ready to hit the ground running from when they start work for a client to the moment they have completed their post assignment activities. Our H2BeR ethos is built around continuous improvement, individual and team learning, and focusing on quality methods and outcomes.

Our approach ensures we perform throughout the engagement, leaving knowledge and capability, a legacy, and that we continue to grow as individuals and as a firm. Clients frequently request that we present our H2BeR approach and help them deploy their own version.





We believe providing a psychologically safe environment and a culture of encouragement and empowerment is essential to a high performing professional services firm. We extend this belief into our client work. Our focus on this means together, with the client, we fully prepare, encourage active communication, challenge, and provide creative ideas throughout, in a safe and respectful environment. Everyone has a role, and everyone contributes.

We have also invested a lot of time in our clients outside the scope of our engagements to provide additional value. For example, we have delivered numerous lunch & learn sessions across our client base to help upskill their workforces and provide “outside-in” thinking. We have also brought clients together in roundtables and connected them individually to help them share experiences and derive additional value through those networks.

We operate with a growth mindset and are always open to how we can continuously improve. The power in our Customer Satisfaction temperature checks is not to receive the score but to gain insights into where our clients believe we can further improve. These action plans get incorporated into account plans and implemented across the business ensuring our operating model is updated to reflect this.





Professional Development



Professional Development

At Enfuse we are always looking for those who are passionate about helping to shape the future of the company, by pushing themselves continuously to learn, develop, collaborate and share ideas. **We are committed to maintaining a learning and coaching culture.**

Library of Resources

This library of resources is for everyone internally to use to learn and develop from our shared knowledge. We encourage everyone to learn and share on an ongoing basis.



Training Allowance

We provide a generous training and development budget as well as creating internal content to share with everyone in their business development time.



Career Management

Our dedicated Career Coaches support the team to learn, develop and thrive in the areas that they are most passionate about.



Enfuse Academy

Our Analysts and Consultants are part of the Enfuse Academy with structured learning. We are currently developing our Senior Academy..





Sustainability

Sustainability



We see **Sustainability** as more than just ticking a **box**, which is why we continue to push to do more and drive initiatives that make an impact.

Sustainability at heart

We put sustainability at the heart of our thinking as a company, which is why we created a Sustainability handbook to help our employees in all things they do.

01

People centric approach

For our company to 'walk the walk' and not just 'talk the talk', our people need to be the focus and we ensure this by involving them in initiatives and canvassing their views.

02

Striving for better

We are always looking to do more, and hence why we are on our way to becoming **b-corp certified**, as well as helping our people & clients be more sustainable.

04

Avoid greenwashing

At Enfuse, sustainability is not a 'tick box exercise'. Our strategy and initiatives are designed to have a real impact on our people, our community and the planet.

03



Client testimonials

Client Testimonials



“Enfuse partnered with us and really understood our unique business. **They listened to us, adapted to how we worked and weren't afraid to challenge our thinking.** From bringing their expertise and perspective to shape the programme, to coordinating the complexity and were always beside us to overcome the challenges of such a change.”

Global Restaurant Chain

“...The Enfuse team, unlike other consultancies, are always sleeves rolled up and so they're not simply playing back what we already know, **they're really adding value and will get stuck in and be part of the team...**”

The Restaurant Group

[CLICK HERE TO WATCH](#)

“**There aren't many consultants who have such a bespoke approach...**they have come in and done their fact finding, their research, spoken at length with key stakeholders to really try and get to the heart of what our organisation was trying to achieve...”

Dentons

[CLICK HERE TO WATCH](#)

“**Enfuse Group were able to come in and provide a rapid and insightful assessment of our data capabilities** and provide a roadmap of the improvements we need to continue to make. This was extremely helpful to shape our thinking about the role data needs to play in our university going forward. **We look forward to continuing to work with Enfuse Group on this journey.**”

University of Stirling





ENFUSE
group

#BeRemarkable

www.enfusegroup.com

