

# Consulting Excellence Declaration

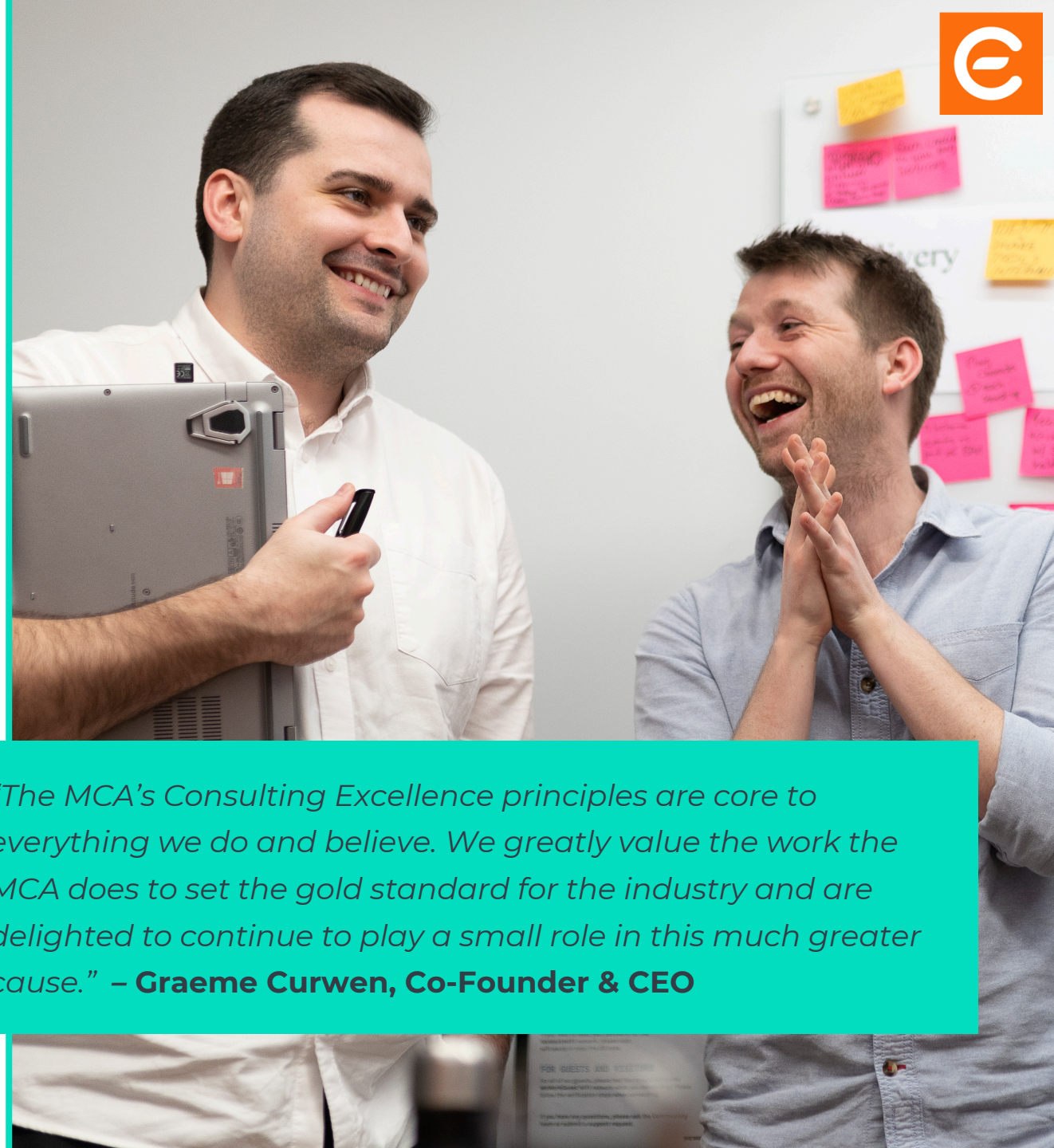
2023

# 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 'Best Companies' awarding us 3<sup>rd</sup> Best Small Company and 2<sup>nd</sup> Best Consultancy 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 12 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 build and enable high performance businesses**

Enfuse Group is an award-winning digital transformation consultancy.

In this fast-changing world, we use our deep understanding of people and technology to help our clients to get ahead, innovate, and digitally disrupt their marketplaces. We do this by providing experts and expert solutions to deliver high performance transformations and solutions for companies who want to be remarkable.



THRIVING  
WORKPLACE  
CERTIFIED 2022



EMPLOYEE WELLNESS  
INITIATIVE OF THE YEAR  
HIGHLY COMMENDED 2022



# Enfuse Group | What we do



**We provide our clients with something different.** With scientific insights, tools and techniques we deliver high performance transformations and solutions to help our clients stand out in their market, better land their transformations and, more importantly, get the most from their people.



## Strategy & Innovation

- Innovation Strategy
- IT & Digital Strategy
- Business Strategy
- Innovation Accelerators



## Operating Model

- Capability Assessments
- Organisation Design
- Process & Controls
- Agile Transformation



## Process Excellence

- Process Improvement
- Business Process Management
- Quality & Assurance
- Process Mining & Analytics



## Change & Experience

- Cultural Change
- Employee Experience
- Customer Experience
- Enfuse Creative



## Delivery Excellence

- Programme & Project Management
- Business Analysis
- Agile Delivery & Coaching
- Delivery Managed Service

# Enfuse Group | Why clients choose Enfuse



Our clients notice the difference when they work with us. **We put people at the heart of everything we do.**



## We hire the best

Hire **<2%** of those who apply



## Our clients love us

**92%** of our work results in repeat business



## We do amazing things

**Doubled** our client's online sales in 6 weeks



## We're expert led

We have an **innovative sourcing model** that brings together specialist skills



## We're fun to work with

**5 star** Glassdoor score, 100% would recommend to a friend



## We succeed

**Grown over x5** in the last three years

## Our mission is to build and enable high performance businesses. We do this by:

- **Working collaboratively with our clients**, being trusted by them to provide constructive challenge and deliver in complex environments
- Valuing expertise – we bring **trusted and proven experts** to solve client challenges
- Being innovative and smart. Template answers will not be good enough when it comes to doing **something amazing**
- Recognising that successful businesses are powered by people. **Great people enable a great business**
- **Being fun to work with**. Energised and motivated individuals given the right culture & support to excel
- **Doing the right thing** for our clients, our people and our environment

# Enfuse Group | 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



# Enfuse Group | 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 the GEC (Global Equality Collective) we have started tracking internal data on DE&I 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.

### **ETHNIC BALANCE**

We have a TA Partner who focusses on day to day recruitment as well as engaging with organisations that focus on hiring talent from ethnic minorities. We are also committed to mentor school and college students and provide advice on a career in consulting.

### **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 accessible WeWork offices 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 5 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 a Customer Satisfaction Score (CSAT) of 83% and a Net Promoter Score (NPS) of 59%, 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

*"Always looking out for the best outcome and the business' interests."*



## BE CANDID

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



## BE RELEVANT

*"True strategic partners who actively listen to our needs."*



## 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 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.



## Career Management

Our dedicated Career Managers 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 leadership academy.





# 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***

“**Enfuse played a pivotal role in collaborating with our newly formed Product team**, effectively capturing their ideas and translating them into well-defined processes using SAP Signavio. **The understanding of the modelling tool made Enfuse an invaluable asset.** Their clear, concise, and friendly communication made working a truly enjoyable experience.”

***Tech IP Company***

“**Enfuse give a really personalised, tailored service.** They were really interested in us as a company, the organisation as a whole, so not just the task or the project – **really understanding the business** and how we work.”

***Frontier Economics***





**ENFUSE**  
group

#BeRemarkable

[www.enfusegroup.com](http://www.enfusegroup.com)

