



CONSULTING  
EXCELLENCE

# How Resulting IT delivers consulting excellence

MCA CONSULTING EXCELLENCE DECLARATION



## A key milestone for Resulting

We're absolutely thrilled to have become an MCA member. For us, this represents another key milestone in the overall development of our organisation.

We recognise the benefit MCA membership brings to our people, through networking, knowledge sharing and the structured approach to career development, particularly for our Young Management Consultants.

From a client perspective, it demonstrates our continued commitment to the highest standards of consulting services, and we are keen to embrace the opportunities associated with the Chartered Management Consulting Accreditation.



**Resulting**  
**Nick Coburn,**  
**Consulting Director**



## Business-side ERP Consultancy

Founded in 2004, we provide independent business-side consulting and delivery services to companies with complex ERP challenges.

We understand that ERP implementations are complex and it's difficult to know where to start.

Our goal is to set you up for success and to make sure your ERP implementation delivers true business value.

When you engage a systems integrator on an ERP implementation they bring a wealth of product knowledge and experience, but there's a range of activities they'll expect you to do to support the process.

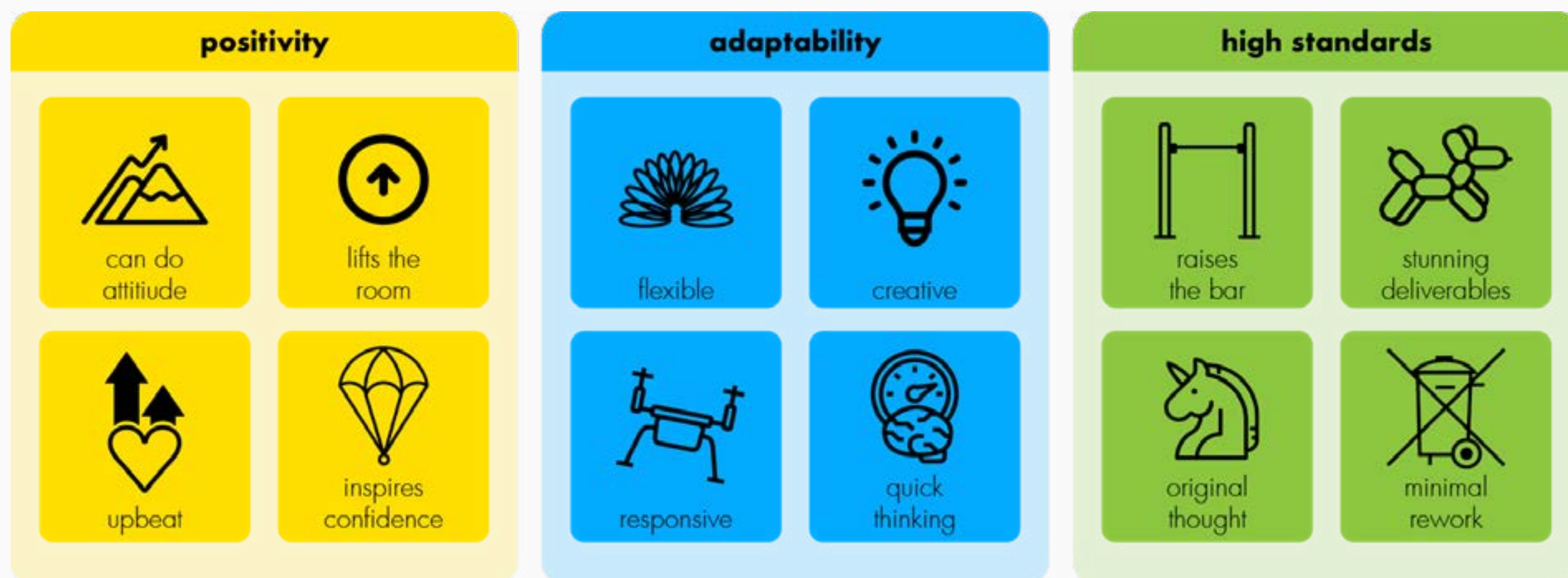
That's where we come in – we sit business side, providing expertise and supporting you to get value across your entire ERP life cycle.



## How we stand out from the competition

At Resulting we have 12 key traits that we foster within our workforce which reinforce consulting excellence.

These traits make us different and stand out from the crowd.



Our unique position as an independent advisor is a key strength that differentiates us from other ERP consultancies.

We strive to be the best and deliver high quality results for our clients which is demonstrated by our 93.3% Net Promoter Score (NPS) from our top 15 customers.



# ETHICAL BEHAVIOR

CONSULTING EXCELLENCE PRINCIPLES



**WE ARE RESPONSIBLE**

**AND GOOD CITIZENS**

We're proud to be a climate positive business, and work closely with the Warrington Wolves foundation to give back to our local community.

We also prioritise work with industries that benefit society as a whole like the Public Sector or supporting retailers as they changed their ways of working during the COVID-19 pandemic.

# **WE CONDUCT OUR BUSINESS ETHICALLY**

Our business model is driven by an ethical and independent approach which is at the forefront of all the services we provide.

We always work in our clients' best interests, providing advice and skills that directly support their objectives, and only recommending partners we truly believe in.

We have robust policies regarding Gender Pay Gap, Modern Slavery, Disability and Corporate Social Responsibility.

## WE FOSTER AN

## ETHICAL CULTURE

Ethics, diversity and inclusiveness is embedded in our culture. We provide equal opportunities for all and an environment which fosters fairness, humility, and honesty.

We are committed to offering our employees flexibility and ensuring our employees working on client sites receive the same level of support and attention as those in the office.

We are a down to earth and inclusive organisation, with real diversity in terms of class, culture and education.



# CLIENT SERVICE & VALUE

CONSULTING EXCELLENCE PRINCIPLES



**WE PROVIDE EXCELLENT**

**CONSULTING SERVICES**

WHICH DELIVER OUTCOMES CLIENTS SEEK AND NEED

We have a strong track record of delivering excellence, which is reflected in our 93.3% NPS, and have many long-standing, value-driven relationships with clients.

We work business side, bridging the gap between clients and their systems integrators and software vendors.

We don't sell ERP licences so we're solely incentivised by providing our clients with the best outcome. Often, that means setting clients up for future success, leaving them empowered and equipped to go it alone without us.



# WE ARE TRANSPARENT WITH CLIENTS

AND RESPOND TO THEIR CONCERNS

Transparency is a key part of developing a trusted relationship with our clients. We foster honest and open dialogue with genuine, two-way communication.

If clients raise concerns, we listen. We don't get everything right – you wouldn't expect us to – but we are open and pragmatic. If we do get things wrong we make sure we put things right.

We listen, then agree a way forward to ensure that clients' concerns are taken on board and any risks are mitigated before they materialise.

# WE ALWAYS STRIVE TO IMPROVE

## THE VALUE WE DELIVER

Value is at the heart of everything we do. We keep value high by developing proven and repeatable processes and IP to use with clients.

We are always prepared to have an open and honest dialogue with our clients to ensure we do the right thing.

What an organisation needs from ERP is always changing, and so is ERP technology. The way we work with a client changes over time to reflect that.

We believe a constant barometer check of value is key to a successful client relationship so we embed these conversations into regular checkpoints of every engagement.

We constantly question the value we deliver and have open discussions with clients to ensure they're getting the value they expected.



# PROFESSIONAL DEVELOPMENT

CONSULTING EXCELLENCE PRINCIPLES



# WE UNDERTAKE PROFESSIONAL DEVELOPMENT PLANNING

## YEARLY TRAINING AND PDP

We have numerous processes in place to ensure that all members of our team have the opportunity to develop their skills and we align our development structure with the MCA competency framework.

Alongside this, our junior colleagues' growth is accelerated by our academy programme.

We provide all employees with 8 "recharge days" a year to spend on their own development, and we support training and qualifications from a number of our software partners.



# WE PROMOTE STRONG CORE

# CONSULTING CAPABILITIES

AND SPECIALISMS IN OUR CONSULTANTS AND TEAMS

We believe good consulting comes down to people.

It's crucial that our consultants communicate effectively, listen actively, and motivate and support their clients.

They also need to show creativity and capability so the work we deliver goes above and beyond what the client could achieve alone.

We've defined these skills as the 12 traits of Resulting people and nurture them in all of our staff and new hires.

We have pockets of deep functional expertise so our junior colleagues can learn first-hand from experts and develop specialisms as their career progresses.

# WE SUPPORT OUR EMPLOYEES'

## CAREER PROGRESSION

### PROFESSIONAL DEVELOPMENT AND WELFARE

We have a multichannel approach to development and welfare so our team get the information, education and support they need, when and where they need it.

We provide a range of PDP options so colleagues can choose an approach that suits their lifestyle, from formal academic qualifications to fun “lunch and learns”.

Our wellbeing team runs monthly campaigns dedicated to supporting our team’s wellbeing both inside and outside of work.



# DIVERSITY & INCLUSION

CONSULTING EXCELLENCE PRINCIPLES



# WE RESPECT AND EMBRACE

# DIVERSITY AND INCLUSION

AND UNDERSTAND THE IMPORTANCE AND POSITIVE BENEFIT OF PEOPLE FROM DIFFERENT BACKGROUNDS WORKING FOR OUR COMPANIES AND CLIENTS

Ethics, diversity and inclusiveness is not just something we strive for - it's embedded in our culture and DNA.

We provide equal opportunities for all and an environment which fosters fairness, humility, honesty and the opportunity to learn from making mistakes.

We are a down to earth organisation, with real diversity in terms of class, cultural heritage and education.



# **WE RECRUIT AND RETAIN PEOPLE FROM A DIVERSE TALENT POOL**

AND STRIVE TO BUILD CULTURES WHERE DIFFERENCE IS VALUED, RESPECTED AND CELEBRATED AT ALL LEVELS. WE ARE COMMITTED TO DEVELOPING DIVERSE FUTURE LEADERS AND ENSURING THEIR PROGRESS IN THE INDUSTRY

There is a massive skills gap in our industry as many graduates are drawn to new technologies instead of ERP.

Our academy programme is designed to bring a new and diverse group of people into the ERP consulting industry.

We aim to set an example of how to bridge the skills gap in the consulting industry, diversifying our own workforce to encourage new ideas and approaches.

# WE SUPPORT INDUSTRY EFFORTS TO IMPROVE DIVERSITY & INCLUSION

IMPLEMENTING BEST PRACTICE AND MONITORING THE DIVERSITY OF THE CONSULTANCY SECTOR WORKFORCE OVER TIME. THIS INCLUDES ENCOURAGING THE COLLECTION OF DATA TO ASSESS THE EFFECTIVENESS OF D&I POLICIES AND PARTICIPATING IN THE MCA ANNUAL REPORT

We work with a number of local institutions to make consulting careers accessible to people with a diverse range of skills, experience and backgrounds.

This includes working with local colleges to offer apprenticeships and work experience.

Our academy aims to attract people from all backgrounds, both culturally and academically, to create a new generation of ERP experts.

We also work pro-bono with the Warrington Wolves Foundation to create opportunities for people in Warrington.



# SUSTAINABILITY

CONSULTING EXCELLENCE PRINCIPLES



# **WE COMMIT TO OPERATING IN A SUSTAINABLE WAY**

AND STRIVE TO ENSURE THAT SUSTAINABILITY IS CONSIDERED  
BY OUR CLIENTS IN OUR WORK WITH THEM.

Resulting IT is a climate positive business.

Each year we aim to be 200% climate positive, which we validate by working with an independent 3rd party on our carbon accounting and remediation.

We track our carbon emissions per person year-on-year and will continue to bring this number down as the company grows.





## BUSINESS-SIDE SAP CONSULTANCY

The expert guidance, delivery glue and deep skills you need to reduce risk and deliver real results from your ERP investment.

[www.resulting-it.com](http://www.resulting-it.com)