



MCA Consulting Excellence Declaration

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Introduction

Sysdoc is committed to Consulting Excellence. Since 2016, when we became one of the first signatories of the MCA Consulting Excellence scheme, we have continued to explore new ways to embed the nine principles of Consulting Excellence in our own values, and the way we do business. At Sysdoc, we are reimagining consulting to enable people to work in a simpler, smarter way and to deliver the future of work. We want to inspire our own people and those we work with, and we want to establish a sustainable, growing business.

We believe in the great value that consulting delivers to the economy and we share the responsibility to advance our profession and build trust in the wider UK market. The Consulting Excellence scheme supports organisations looking to identify consulting firms committed to the highest levels of transparency and collaboration; investment in the recruitment and retention of the best people; and the delivery of great results. This declaration confirms our commitment. It provides examples on how we are working hard to ensure our team embodies the principles of Consulting Excellence; how we are applying them to our offering to our clients; and how we are reflecting the principles in how we support and develop our people.

Excellence in our client service and value

Communicating Consulting excellence to our clients:

It is important to communicate the value of Consulting Excellence for our clients and emphasise how we are working to achieve this in the solutions we deliver to them. As part of this, we continually engage with clients and the wider industry through our marketing communications. This includes social media – our Twitter and LinkedIn channels - and blogs on the Sysdoc website. We have engaged our clients when visiting them on site, an important way to raise awareness of the scheme itself, and our commitment towards it.

We provide excellent and transparent consulting services which deliver outcomes clients seek and need:

The work we provide for our clients is always driven by our team of consultants asking the question – how can we improve the value Sysdoc delivers to our clients? Our collaboration culture means that we work towards appropriate solutions together, drawing on the large knowledge pool of Sysdoc professionals. An honest and transparent working model with our clients is paramount too. We ensure our clients clearly understand the path of their business change, who is delivering it, and how it will be delivered. We do not hesitate in re-evaluating our work to ensure it meets our quality standards, and the needs of our clients. Since our last declaration, Our *Quality Champion Initiative* has been rolled out at all our clients after a successful pilot. This places quality at the forefront of every piece of work we are involved in. We have one

to two carefully selected quality champions at each client site, who conduct frequent peer reviews. Quality assurance is part of the formal discussions at client projects.

We always strive to improve the value we can deliver to clients:

Some recent initiatives that have enhanced the value we can deliver to our clients

- *Super User tool* – Online capability assessment tool allowing our clients to track the progress of employees training, and assign training modules accordingly
- *Game-based learning* – Our learning innovation team, working alongside our User Experience and Design Team have developed immersive game-based learning solutions that support a blended learning approach for maximum engagement and knowledge retention for our clients.
- *Robotics process automation* – We are exploring RPA and their related tools, so we can be ready to add value to businesses as they undertake important digital transformation projects
- *Award-winning* – We endeavour to deliver the best work to our clients, and this has been recognised by our peers in the form of multiple awards. In 2017, we were recipients of a Silver award at the prestigious Brandon Hall awards in the US for our Learning Innovation.

Excellence in professional development

We undertake training and professional development planning each year:

Our desire to improve, grow and learn is uncompromised. We provide consultants at all levels the opportunity to learn new skills and progress their careers. A highlight has been the *Confident Consultant* course; an externally-run programme rolled out in 2017 which aims to improve the confidence and performance of our Consultants. This course involves theoretical and practical applications, as well as follow up sessions to embed learnings. In 2017, 29 members of staff attended. Additionally, we frequently hold regular ‘lunch and learn’ sessions, where a colleague leads a discussion on a specific topic. We’ve had topics as diverse as accessibility in documentation, and workplace health and wellbeing.

Consulting can be a challenging profession and therefore maintaining a healthy work-life balance is emphasised with everyone at Sysdoc, and we have been recognised for our work in ensuring family-friendly workplace policies. Consultants are encouraged to take time off to explore and spend time with loved ones.

In 2017 we created a new role, Head of People, who is accountable for understanding and developing the Sysdoc employer brand and experience, driving new ways of working, future skills development and empowering people to own and grow their own careers.

We promote strong core consulting capabilities and specialisms

In Q1 2018, we will restructure our practices into three lines of business - Business Transformation, Learning Innovation, and Digital Experience, each with sub practice areas - to best reflect our core capabilities. Our consultants are aligned to one of the business areas and sub-practices, ensuring they receive specialist training, development and career opportunities. This means that we can provide clients with consultants that have specialised skills to tackle their challenges more effectively.

Excellence through ethical behaviour

We conduct our business ethically, and foster an ethical culture:

Our company values were relaunched in 2016, in collaboration with our sister business in New Zealand, with a strong focus on ethical working.

Our HR and anti-discrimination policies demonstrate clear evidence of our commitment to ethical behaviour. The realignment of our values is something which has cascaded throughout the entire organisation. We talk of supporting cultural change in the work we do for our clients, and this is shared within our own business. For example, we are fully behind an approach towards engaging with the UN Sustainable Development Goals as a SME.

We are responsible and good citizens:

We are always conscious that our business engagements have a positive impact on society and the environment.

Sysdoc are rated on the Chartered Institute of Procurement and Supply Sustainability Index and exceed the industry average for organisations of the same size and sector. The CIPS-SI rating benchmarks organisations against Social, Environmental and Economic scorecards.

Additionally, all our consultants are encouraged to take one day off per year to undertake volunteer work for a charity they are passionate about in their local community.

Commitment to Excellence in our documents

Within all our commercial documentation there is now a passage which states our commitment to the Consulting Excellence scheme. This is present within bids, all our company policies and has been distributed through internal communications to demonstrate and embed our commitment to the Consulting Excellence scheme.

For more information about Sysdoc, please visit our website – www.sysdocgroup.com