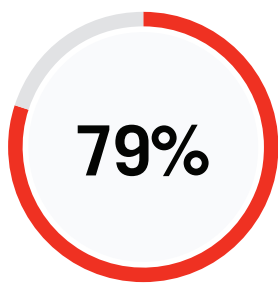


# WHAT OUR CLIENTS SAY ABOUT US

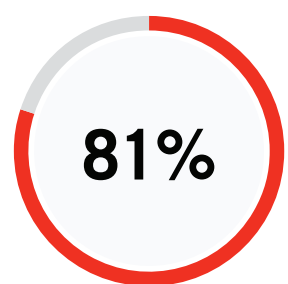
84,55% OF OUR CLIENTS ARE HAPPY WITH OUR SERVICES



OF OUR CLIENTS SAY WE PROVIDE BETTER QUALITY



CLIENTS THINK WE ARE MORE INNOVATIVE THAN OTHER PROVIDERS



OF OUR CLIENTS SAY THEY WOULD RECOMMEND US



\*Results from Endava Customer Satisfaction Programme rolling 12 months, Jan-2018


# HOW WE CONTINUOUSLY IMPROVE



**ANTICIPATING CLIENTS' BUSINESS NEEDS**



**FOCUSING ON ACHIEVING CLIENTS' BUSINESS GOALS**



**ACHIEVING EXCELLENCE IN SERVICE AND SOFTWARE DELIVERY**



## HOW WE GO ABOUT IT



Floor visits from our CTO to understand clients needs & suggest solutions



Organise visits at offices and delivery centres to get to know each other better



Grow our Account & Delivery capacity



Organise Innovation Labs & Hackathons together with our clients



Create more opportunities for open conversations about clients future development need in Strategic service review meetings



Accelerate People & Systems investments



Recently launched our Automation solution



Accelerate our CSI programme



**JOHN COTTERELL**  
CHIEF EXECUTIVE,  
ENDAVA

The simple act of completing a survey has a tremendous impact on how we work with our clients. It helps us understand their challenges, how effectively we're supporting them, enabling us to quickly and transparently work to improve our processes and systems across the entire organisation. We're grateful for all the feedback we receive. It keeps us focused on continuous improvement and we're excited to see a high level of satisfaction measured through our internal tools and independent research.