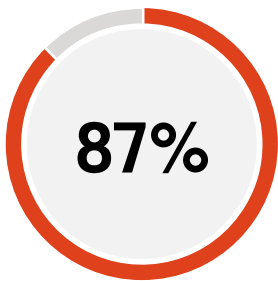
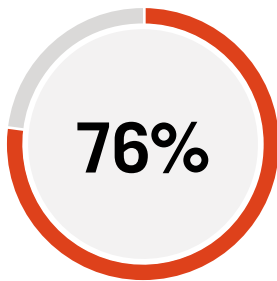


# WHAT OUR CLIENTS SAY ABOUT US

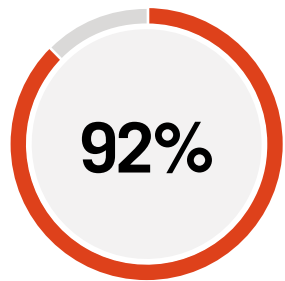
94% OF OUR CLIENTS ARE **HAPPY WITH OUR SERVICES**



SAY WE PROVIDE  
**BETTER QUALITY**



THINK WE ARE  
**MORE INNOVATIVE**  
THAN OTHER PROVIDERS



SAY THEY WOULD  
**RECOMMEND US**



\*Results from Endava Customer Satisfaction Programme rolling 12 months, Apr. 2022– Apr. 2023

# 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



Raise awareness and continuously adapt to customer experience expectations



Gather customer feedback at each service lifecycle interaction to better understand customer experiences, expectations and goals



Grow our Account & Delivery capacity



Organise Innovation Labs & Hackathons together with our clients



Deliver custom experiences at each Client interaction level based on their expectations



Constantly encourage and support the growth and the success of our people



Bring insight and industry intelligence on customer experience



Develop and tailor specific account CX strategies to support Clients' goal



Continue to strengthen technical and engineering expertise



**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.