

OUR 2018 PERCEPTIONS SURVEY FINDINGS

To gain customer insight, we commissioned a survey of 12 individuals, across 9 client and partner organisations. This is some of what they told us...

SERVICES

82%

satisfaction



Critical Friend and providing challenge



Tailored Services, Transformational, Great Models



Great Toolkit



Don't be afraid to drive a stronger pace

PEOPLE

86%

satisfaction

Flexible

Real VfM

Approachable

Critical Friend

Expert

Always Available

Informal Mentoring

Passionate



More post project evaluation

VALUE

80%

satisfaction



Clear connection between intervention, savings and stability



No hard sell. Clear return on investment



Practical not theoretical



Consider think tank discussions / sector updates

ACROSS THE ORGANISATION

90%

satisfaction



Not "jobsworth"



90% would recommend 4i Solutions to others



"People don't buy what you do, they buy why you do it"



Develop new programmes, broaden services, increase offer