

SUPPORTING BUSINESS CONTINUITY DURING A CRISIS

A BRIEF OVERVIEW OF FAIR CONSULTING GROUP



OUR VISION

PUTTING THE **TRUST** BACK IN CONSULTING



We feel doing business today has eroded the fact that in any engagement there is **human-to-human interaction**, not two faceless counterparts trying to negotiate outcomes.

Our goal is to bring back the **honour** and **trust** in being a specialist consulting company helping businesses achieve value and we aim to work with customers who appreciate this approach and have the same mindset.



ABOUT US

PUTTING THE TRUST BACK IN CONSULTING

FAIR is a Management and IT consulting firm that focuses on Customer Experience (CX). We live and breathe one philosophy, to always be:

“FAIR - to our employees, customers, partners and the community”

We offer end to end engagement to our customers, with an uncompromising focus on quality to ensure that we deliver the best possible outcomes. We work with businesses to drive their strategies and, with a time to value based approach, turn these strategies into defined processes supported by best practice methodologies and best-in-class systems.

7

● ————— **YEARS IN BUSINESS**

4

● ————— **LOCATIONS WORLD WIDE**

15

● ————— **NATIONALITIES**

100%

● ————— **CERTIFIED TEAM**

20

● ————— **ICONIC CUSTOMERS**

98%

● ————— **SUCCESSFUL PROJECT DELIVERY**



OUR VALUES

INTEGRITY ●

We build relationships based on respect and trust. We say what we do and do what we say. We hold integrity as a must have characteristic.

LOYALTY ●

We are in the same boat, even when it is rocky. We are in it for the long term and there are no shortcuts to success.



HONESTY ●

We believe the hardest and most difficult truth is better than the smallest and simplest lie. If it does not make sense, we will tell you.

TRANSPARENCY ●

We believe that an open and transparent communication is essential to nurture trust and solve problems.



OUR PHILOSOPHY

*“Our aim is to attract the best **talent** in the market, in order to deliver the best outcomes to **customers**, through innovation and via **partnerships**, while being responsible of giving back to the **community**”*

-Mehrab Ebadi

We are an employee first company, firmly believing if our employees are happy, they will always do the right thing for our customers and FAIR as a company.

“Always treat your employees exactly as you want them to treat your best customers.”

- Stephen R. Covey





OUR PEOPLE

WE HIRE FOR VALUES AND ATTITUDE

We are a team of highly motivated consultants with passion for excellence. Our vision is to grow with the right people who understand and appreciate the FAIR concept and culture and actively live values like honesty, integrity, transparency and loyalty.

We primarily look for ambition and talent, for outstanding individuals who have chosen their respective professions out of interest and joy, for kind hearted people with goodwill and the desire to be responsible professionally as well as socially.

*“You don’t hire for skills, you hire for attitude.
You can always teach skills.”*

- Simon Sinek



PARTNERS

COLLABORATIVE MODEL

We regularly participate in product beta programs and provide feedback on new developments.

We stay ahead of the latest technology and support the development of innovative products. Our aim is to be channel partners and grow together with industry leaders.

In our partnerships we work with agility and develop technology and solutions that make a positive difference to your **customers experience**.

STRATEGIC PARTNER



COMMUNITY PARTNERS





APPROACH TO **DELIVERY**

QUALITY FIRST

We pride ourselves on striving for the best-possible quality in our engagements. Our boutique highly-skilled team always goes the extra mile in the pursuit of quality. Our business is based on strong relationships by delivering great quality across every project.

RAPID TIME TO VALUE

We deliver projects efficiently and effectively, our focus is on time to value. With fast on-boarding and a model that focuses on updates & iterations rather than lengthy projects. We are able to provide improvements in an agile setting to optimise your project costs and delivery.

DELIVERED WITH INTEGRITY

We do not believe in burning bridges and one off relationships. We pride ourselves on integrity driven project delivery using a collaborative model. We are able to deliver projects with our customers in a transparent flexible way to build trust and honesty.

At FAIR we use our customer experience expertise to deliver solutions that improve the Customer Experience (CX) and **build loyalty with your brand.**

We achieve this by leveraging cutting-edge omnichannel cloud based; marketing, sales, service, commerce, data, development and integration platforms with all the major touch-points of customer interaction, to help you deliver;

EXCEPTIONAL EXPERIENCES TO YOUR CUSTOMERS



OUR **SERVICES**





CONSULTING **CX SERVICES**



**DIGITAL
STRATEGY**



**PLATFORM
IMPLEMENTATION**



**ENTERPRISE
ARCHITECTURE**



**SOFTWARE
EDUCATION**



**QUALITY ASSURANCE
& TEST AUTOMATION**



**SYSTEM
INTEGRATION**



**PRODUCT & APPLICATION
DEVELOPMENT**



**PRE & POST GO-LIVE
SUPPORT**



OUR CUSTOMERS





OUR ENGAGEMENTS



100%

QUALITY
GUARANTEED



80%

REPEAT
CUSTOMERS



0

INVOICING
DISPUTES



ENGAGEMENT DETAILS





CUSTOMER TESTIMONIALS

Dulux has been working with FAIR Consulting on numerous digital development projects and we have found them to be a very reliable partner. They have constantly challenged us and pushed us to think outside the box whilst being very disciplined with their project management and agile methodologies allowing us to deliver on time and on budget.



BASIL HYMAN

Ecommerce Lead
DULUX GROUP

The FAIR team understands Agile ways of working and is open to continuous learning. This is a big value-add for us as we have embraced SAFe and SCRUM principles at the core of our delivery. Mehrab and his team have demonstrated high levels of trust and integrity in the engagement throughout and have openly embraced the principle of putting the customer interest and expected outcomes at the heart of all advice and decision making. I consider FAIR a trusted partner in our transformational journey and wish them all the best.



RAM BALASUBRAMANIAN

Program Manager, Sales
Systems Transformation
LION

I've worked with FAIR on a number of Strategic Projects and have always been very pleased with the quality of the work and their approach. They fitted well into our organisation and have always provided proactive & realistic recommendations with context to help us make the right decision to support our customer's needs. Setting us up to be successful in the short term whilst ensuring we make the right decisions for the long term.



DAVID HUGGET

CX Director
AB INBEV



PERCEIVED MARKET **DISRUPTIONS**

WE HAVE OBSERVED SOME COMMON ISSUES IN THE AUSTRALIAN MARKET



Our call centres overflowing and we don't have the proper systems and tools in place to handle it.



We need to shift our business model to a do-it-yourself model as our service and installation team can't go out to clients any more.



We want to get real time feedback on how our customers and employees are experiencing the shift in dealing with our organisation.



We are worried about the performance of our enterprise systems and want to assess if we have any risks or bottlenecks that might endanger business continuity.



We need to pivot our business model rapidly to survive and want to run a Proof of Concept to trial ASAP.



We need to rapidly set up a holistic training solution to train our team while working remotely.



We have some scaling challenges that impacts our business and want to quickly build tactical, mobile and cloud solutions to solve it.



We need to rapidly stand up a commerce solution to move our business online or scale our existing enterprise commerce solution to keep up with online demand.



We need to get our team to work remotely and effectively so disruption is minimised.



THANK YOU

Get in contact with us today to discuss your ideas or project needs.



@tweetfaricg

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