

CASE STUDIES +

OUR STRENGTH IS IN THE POWER OF OUR COLLECTIVE EXPERIENCE



Examples of our work
and our commitment
to driving **IMPACT**
through **EXPERIENCE**
and **INSIGHTS**.

Inspiring the future, together.



4xi

Global
Consulting
& Solutions



EXPERIENCE MATTERS

Inspiring the future, together.

WHO WE ARE:

4xi Global Consulting & Solutions is a boutique consulting firm founded by a senior team from the world of client-side operational leaders and service provider professionals. With offices in New York and San Francisco, we have presence across North America, Europe, South America, and in Asia. We're here to support your success.



4xi

Global
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www.4xiconsulting.com

WHAT WE DO:

We offer a range of turnkey solutions to support organizations with strategy, innovation, project support, planning, and growth initiatives. Whether you're looking to enhance operations, expand your products to new markets, or access our network and in-depth insights and experience, 4xi is here to help.



4xi: Inspiring the future, together.

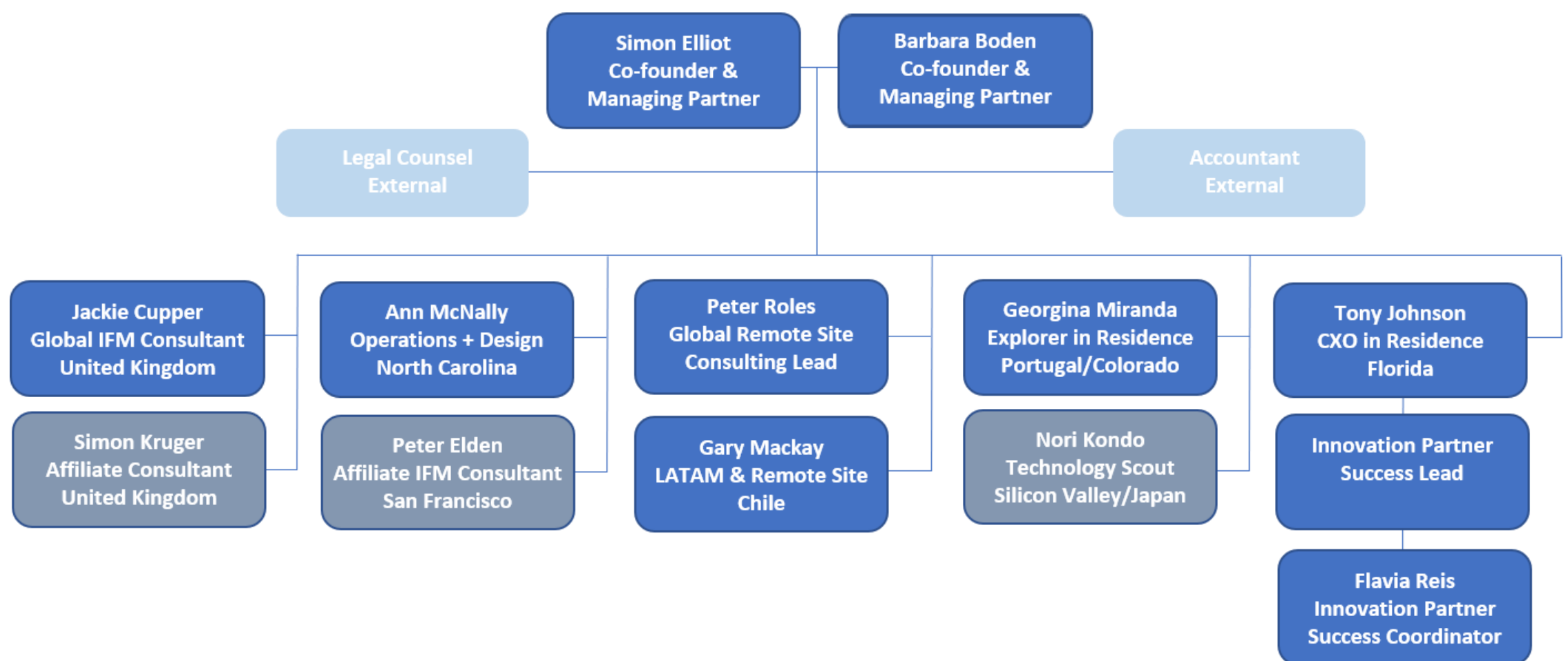




OUR TEAM

Our Strength is in the Power of Our Collective

4xi is proud of our global team, a collaboration of senior professionals driving innovation, impact and value to our clients drawing from global and functional expertise. We believe that our strength is in the power of our collective experience and how the whole is greater than the sum of our parts.



Headquartered in the USA with founders Simon Elliot based in San Francisco and Barbara Boden in New York, our consulting team is across the US in North Carolina, Florida, Silicon Valley and Colorado and in London, Porto, Santiago, and Tokyo. Our in-country experience spans 75%+ around the globe.

LEGEND

- Core Team
- Affiliates
- External Resources

4xi: Our Strength is in the Power of Our Collective





4xi is a people first focused business striving to progress the human experience as a priority, in the world of work, in education, at rest and in leisure. Our team of experts use data and insights to bring impact to clients in a range of industries, including:



**FINANCIAL
SERVICES**



**TECHNOLOGY &
SOCIAL MEDIA**



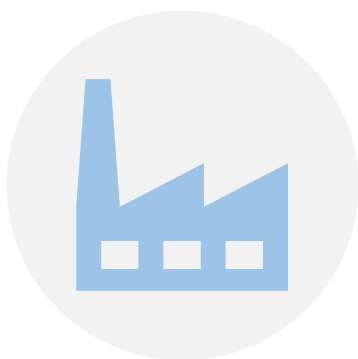
**RETAIL, LEISURE,
AWAY FROM
HOME**



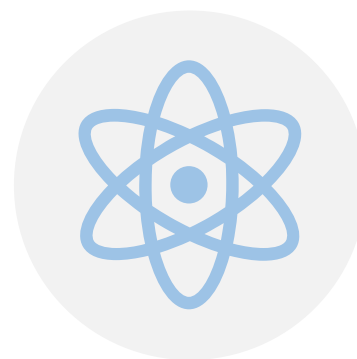
HEALTHCARE



**GOVERNMENT &
ADMINISTRATION**



MANUFACTURING



**PHARMA & LIFE
SCIENCES**



**REMOTE SITE,
MINING &
MILITARY**

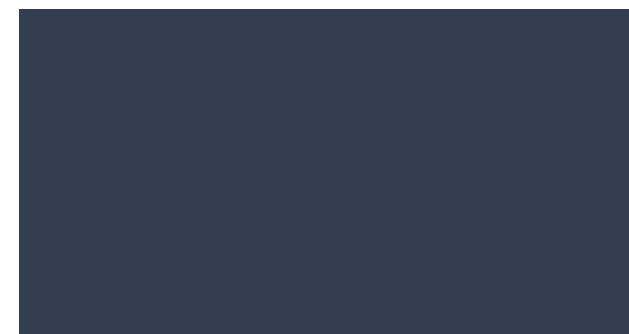


EDUCATION

4xi: A Global Network of Talent and Experience



CAPABILITIES +



GEOGRAPHIC REACH

United States | United Kingdom | Ireland | Eurozone | Canada | Chile | Australasia | Japan | China | Latin America | Asia | Africa | Middle East



FOCUS SECTORS

Business & Industry: Financial Services | Professional Services | Technology | Pharma & Life Sciences | Manufacturing | Government & Administration | Remote Site, Mining & Military **Retail. Education. Leisure. Senior Living. Healthcare.**



CORE EXPERTISE

Amenity Strategy & Design | Food Services | Facilities Services | Convenience Retail | Operations | Experience Design | Strategic Partnerships | Growth | Innovation & Technology | Customer Experience | Change & Transformation | Data Science | Mentoring & Coaching | Buy, Build & Grow Strategy | Supporting Self-Operators



SERVICES

- ☐ **Amenities Strategy**
 - ☐ Amenity Audits
 - ☐ Journey Mapping
 - ☐ Experience Design

- ☐ **Strategic Partnerships**
 - ☐ Partnership Charters
 - ☐ Strategic Pursuits
 - ☐ Account Retention

- ☐ **Technology & Innovation**
 - ☐ Innovation Directory
 - ☐ Innovation Pipeline
 - ☐ Innovation Scout

- ☐ **Operations**
 - ☐ Strategy
 - ☐ Operations Reviews
 - ☐ Performance Audits

- ☐ **Growth Strategy**
 - ☐ TRUE NORTH[®]
 - ☐ Market Analysis
 - ☐ Growth Support

- ☐ **Data Science**
 - ☐ Benchmarking
 - ☐ Custom Data Reports
 - ☐ Retail Food Pricing

- ☐ **Customer Experience**
 - ☐ CX Strategy & Design
 - ☐ Training & Execution
 - ☐ Measuring Success

- ☐ **Coaching**
 - ☐ Conscious Leadership
 - ☐ Mindfulness
 - ☐ Transformation

- ☐ **Procurement**
 - ☐ Benchmarking
 - ☐ Savings Analysis
 - ☐ Optimization

CASE STUDIES



1

SOCIAL MEDIA: SAN FRANCISCO HQ: GLOBAL FOOD SERVICE BENCHMARKING

Supported JLL as a *'White Label'* resource to help the client understand the global food service market in B&I across 14+ locations worldwide including service expectations, culture, trends, cost of living, housing costs, average earnings and food pricing. We presented with JLL the findings to the client group enabling them to make decisions on what the future food service model should be, taking into consideration important nuances from location to location.



2

FINANCIAL SERVICES: NEW YORK: DESIGN, EXECUTION, OPERATIONS

Client was seeking to reinvent the hospitality experience at their new Manhattan HQ and did not have the inhouse expertise to navigate the process. 4xi coached the client through educating the executive team on the business, the strategy of selecting the right partner, reviewed and guided the design of the new space, then worked on the transition plan to ensure the client opened all services flawlessly. The result an improved employee experience on time, and within budget.



3

F&B RETAIL: NATIONAL: REINVENTION STRATEGY

As subject matter experts in the "away from home" market, the 4xi team supported the client group in defining where they are today, what gaps exist between their competition, and opportunities for reinvention and growth. 4xi assisted the client in understanding the current market landscape, competition, operational delivery models, and financial constructs. We are currently in the second phase of the project and helping them with a go to market offering for this real estate sector.



"At the outset, we were determined not to be just a *'voice of experience'* and join the ranks of the ubiquitous *'pay us a fortune and we'll tell you what you already know'* but to really stand shoulder to shoulder with our clients and stakeholders and help them adopt pragmatic strategies and actions that drive real and tangible IMPACT" – **Simon Elliot, Managing Partner, 4xi Global Consulting & Solutions**

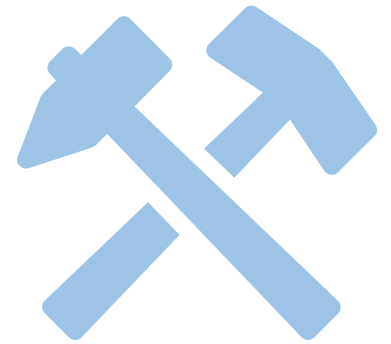
CASE STUDIES



4

REMOTE SITE & MINING : RUSSIA - MINING EXPERIENCE REINVENTION

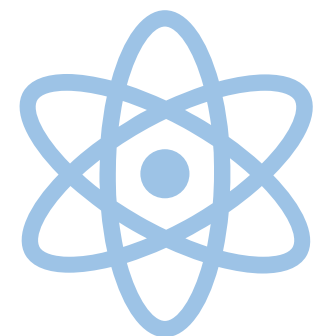
Supporting a large “Top 10” consulting firm seeking expertise in the Remote Site & Mining sector, we were engaged specifically for the reinvention of six legacy camps in Russia. 4xi helped them understand the internal management structure required to self-operate the camps, the range of services to be provided, the staffing schedule for each camp, costing parameters, and KPI's to measure success. We are in the process of launching a team and service dedicated to this area of expertise.



5

PHARMACEUTICALS: USA- TRI-PARTNERSHIP MENTORING & COACHING

Facilities Services client in a new partnership with major Pharma company, managed by an IFM company, is trying to understand risk, complexity and dynamics of a three-way relationship. The contract is high value, high risk with a detailed scope of services. 4xi is working with the partners to navigate the transition, align the stakeholders, and set the parameters through a Partnership Charter documenting the rules of engagement, communication, performance indicators, and measures of success.



6

FOODSERVICE: GLOBAL CUSTOMER EXPERIENCE STRATEGY & TRAINING

Through our Chief Customer Experience Officer in Residence, Tony Johnson, 4xi offers a unique level of service to help and support organizations achieve heightened levels of CX, driving brand standards, value, and revenue. Tony works with multiple clients across several industries, including this global foodservice provider, creating training sessions and keynotes that recently included their K-12 Education leaders and their “high achiever, under 30's” leadership teams.



“4xi is a unique combination of talent and experience unlike any firm in the market today. We have senior team members from client-side operations formally leading global amenity programs to senior operators and growth leaders from the largest service providers in the world – we believe that Our Strength is in the Power of Our Collective Experience.” – **Barbara Boden, Managing Partner, 4xi Global Consulting & Solutions**

CASE STUDIES



7

ALL SECTORS: GLOBAL: EXPLORERS INNOVATION DIRECTORY

4xi is working with several organizations across all sectors curating the latest best-in-class innovation, products, services, and technology that ultimately drives impact. Our Explorers Innovation Directory is a unique source of opportunities for clients and operators to drive impact to their businesses. We are currently working with introducing our Innovation Partners to a variety of organizations including food and facilities services providers.



8

FOODSERVICE: NATIONAL: FRACTIONAL CHIEF GROWTH OFFICER

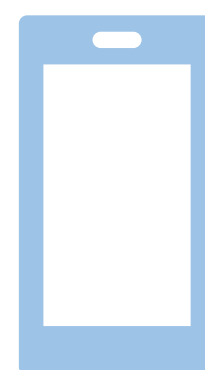
Working with client on reinventing proposition and go to market approach across every aspect of their business: from their branding, their story, presentation, website, proposal materials, to coaching their growth team. Established target to grow 20% year on year for the next 4 years and to build their business by 2X in that time. In addition to top-line growth helping them navigate the middle of the P&L and gain efficiency through smarter financial constructs and leveraging supply chain efficiencies.



9

FACILITIES MAINTENANCE: MAINTENANCE AS A SERVICE (MAAS)

4xi worked with two partners to bring them together in a more powerful combined collaboration. One partner, a facilities maintenance services firm specializing in maintaining dispersed locations. The other, a technology partner with an auditing quality assurance app which allows clients to monitor their services with technology vs manually. Combined, 4xi helped them architect a Maintenance as a Service (MaaS) offering that reduces reactive work orders by up to 12% and reduces cost by up to 37% through predictive maintenance.



“At 4xi, we believe in a people first approach to everything that we do – whether clients, stakeholders or our direct and indirect consumers. The reality is that those organizations who focus on optimizing the consumer experience, they enjoy higher revenues, more repeat customers and loyalty, and often higher levels of profitability too.” – **Tony Johnson, Chief Customer Experience Officer in Residence @4xi**



4xi Explores Innovation Directory is an initiative to curate best-in-class partners providing innovation, products, and services that positively impact our clients and the world of work. Partners must pass an internal check for 4xi to support and engage them.



hitmap



EXPLORERS INNOVATION DIRECTORY



Contact us today to learn more: Hello@4xiconsulting.com

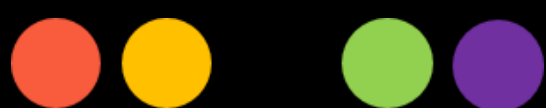


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