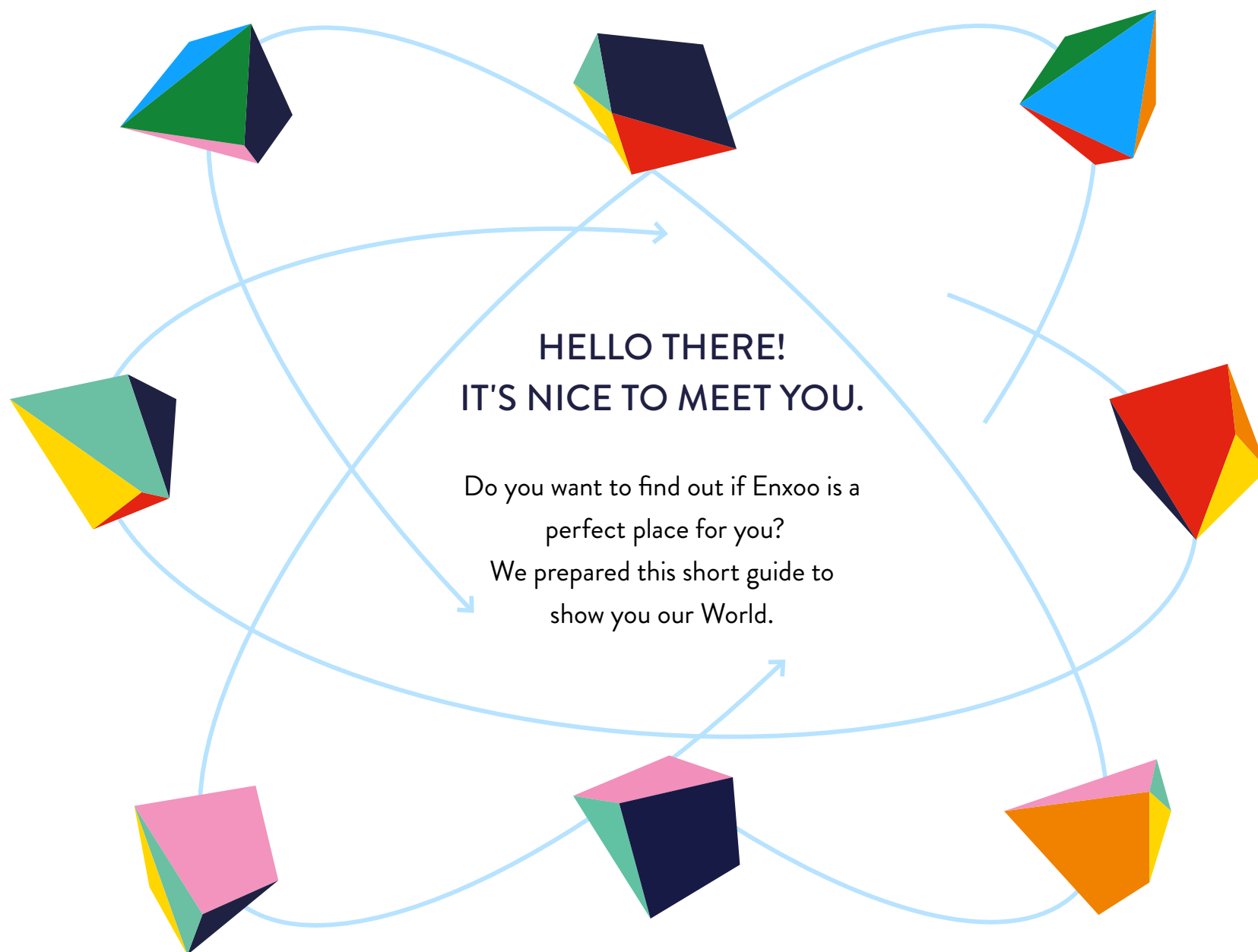


# Culture Book enxoo





**THIS BOOK IS A GUIDELINE:**

Thanks to this you will be able to get to know Enxoo better.

**THIS BOOK IS ABOUT FUN:**

You will see how we work but also have fun together.

**READ OUR STORY:**

Explore our journey and values.

**LIKE IT. USE IT. SHARE IT.**

Don't forget to share it with your friends.



## Let the journey begin:

01. Why Enxoo?	5
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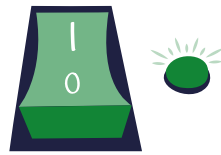
# 01. Why Enxoo?

We get better together working with friends and helping customers to grow with technology.

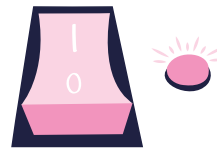


**Check our video**

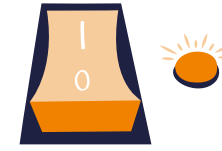
## ABOUT US:



More than 250  
happy employees!



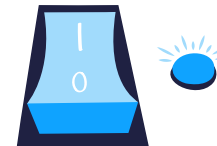
5 offices



18 nationalities  
on board



More than 200  
completed  
projects for over  
100 customers  
worldwide



580 certificates  
including 350 in  
Salesforce



## 02. Who we are & what we do?

**Enxoo is a boutique Salesforce Partner specialising in digital transformation for the Communications Industry.**

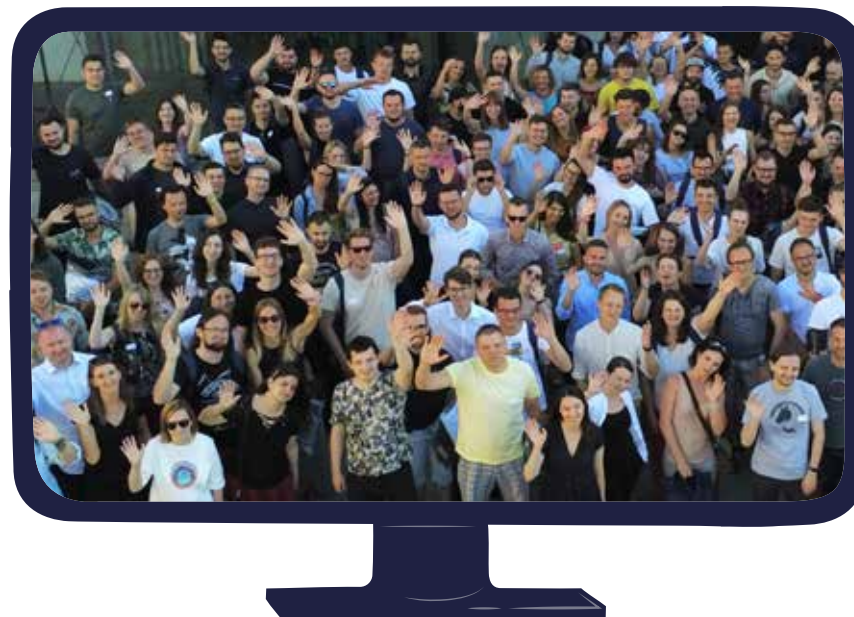
We not only help traditional Communications Service Providers (CSPs) to accelerate their transformation to better meet modern customer expectations, we also help emerging Digital Service Providers (DSPs) to automate processes and standardise their business models through Business Support Systems (BSS).

**Our industry-specific digital transformation solutions are tailored to Wholesale Carriers, Next Generation FTTx Network Operators and Enterprise Connectivity Service Providers.**



Our solutions combine more than 10 years of experience, extensive telecommunications knowledge, and technical expertise that ranks among the best in the industry. **We deliver comprehensive BSS/OSS transformation projects with Salesforce® technology that include Salesforce Clouds, Salesforce Industries & Mulesoft, as well as a variety of partner solutions.**

Our 200 professionals work on projects all over the world, consulting, implementing technologies, guiding startups and mid-sized telecoms to quickly grow and scale.



## 03. Our culture

We are proud that Enxoo received a few awards and our culture has been recognised!

### Dream Employer Award | 2021

At Enxoo employees always come first. It is a great honor to be among the leading companies that create new trends in the labor market and successfully build a comfort environment as well as care for the development and wellbeing.

### The Friendly Workplace | 2022

Our organisational culture was recognised as a friendly, inclusive and engaging working environment, a place where a good atmosphere, mutual respect, honest and direct communication are cultivated. The Friendly Workplace statuette is our collective reward for our daily efforts in creating a place where we want to work and play together.

### People & Culture Award | 2022

We also received an award from the Global Carriers Community "People & Culture Award" at the CC - Global Awards 2022.



Artur Ostrowski, CCO at Enxoo



Monika Łuczak, People Team Co-head



## 04. Our values in action

At Enxoo values are more than just words, they are a way of life.  
May the values be with you!

### #We work and play together

We work hard but do not forget to laugh, joke and build informal personal relationships.

### #We deliver value, not just technology

We try to understand first what is the real and tangible values our work brings to a customer, to the team and our company. It helps us to focus on what is the essence of our business.

### #We are getting better everyday

Everyday we try to improve one small element of what and how we are doing as individuals and as a team.

### #We keep promises

Everyday we make formal and informal agreements with customers, partners and teammates. Thanks to that we stay reliable and trustworthy as individuals and as a team.

### #We like to make things simple

As most business processes and systems are complex, we do take enough effort to decompose them, understand and simplify.

### #We do not compromise on quality

Quality of whatever we do is the first priority which we never compromise on. It allows us to differentiate on the market.

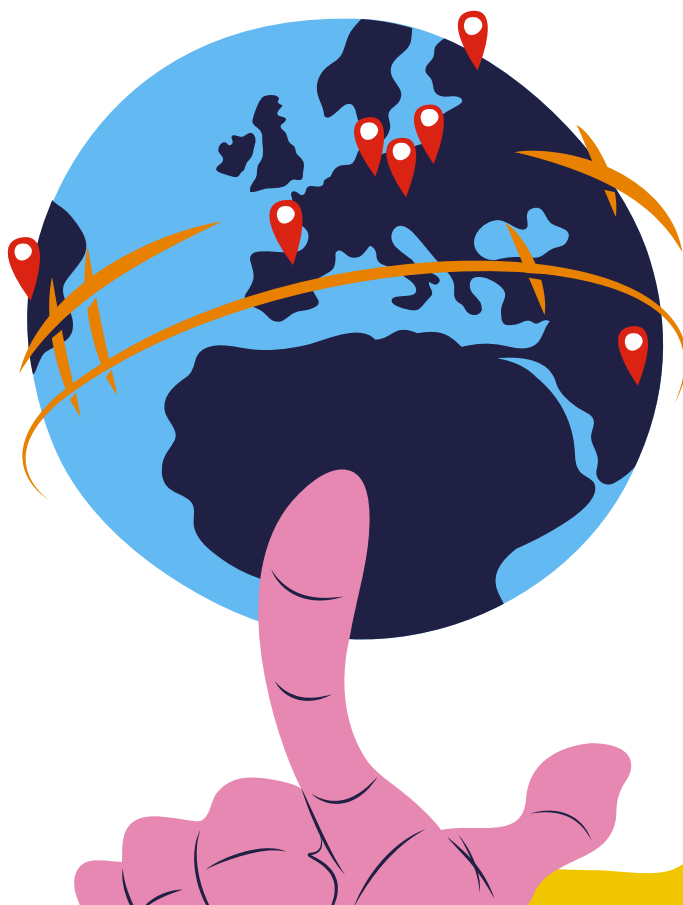




## 05. Our offices

All our offices offer an open, friendly and comfortable place to work. It's really important for us that our employees feel well during work.

- 📍 Warsaw
- 📍 Poznań
- 📍 Łódź
- 📍 Wrocław
- 📍 Prague
- 📍 Munich



## 06. Letter from Krzysztof



— X

Warsaw, 10.01.2024

Hi from Enxoo,

Enxoo is 12 years old. Everything started at the end of 2011, although it took a while to hire the first employee and sign the first contracts.

I am very proud of what Enxoo looks like today because of all of you! We are stronger now than ever. Enxoo keeps learning from mistakes and we understand that success is the sum of small efforts that are repeated day by day. This was achieved and will continue because everyone involved knows what the overall goal is, agrees on the pace and adheres with our values.

In 2024, we continue our great journey with a community of over 250 amazing people who motivate and inspire each other daily. I'm really excited about this and what is coming next.

I want to encourage you to grow with Enxoo by raising the bar, experimenting, celebrating your failures, sharing your achievements, having fun together, and becoming better every day.

You will learn more about what I mean in this Enxoo Culture Book!

**Krzysztof Zych, CEO**







At Enxoo, we see personal development and growth as an important part of your career. We help you in setting the goals and objectives, you choose the direction.

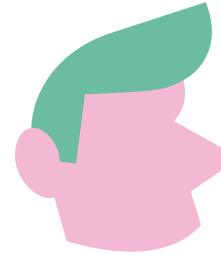
Get to know our other travelers and their stories, listen to our guides and take a look at the map of initiatives. Take your backpack with you and hit the road, collecting your experience, certificates and skills along the way. You can start your journey at any point and it depends on you where you want to go. Everyone has an impact on shaping their own career path.



# What personal growth mean to us?



I have a mentor who helps me to grow.



I take each opportunity to learn but also to teach.

I contribute to knowledge sharing activities like knowledge communities or mentoring program.



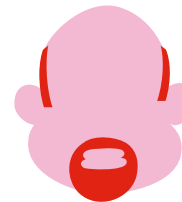
As a leader, I encourage others to spend time learning, and I make sure that people do not feel overwhelmed with tasks.



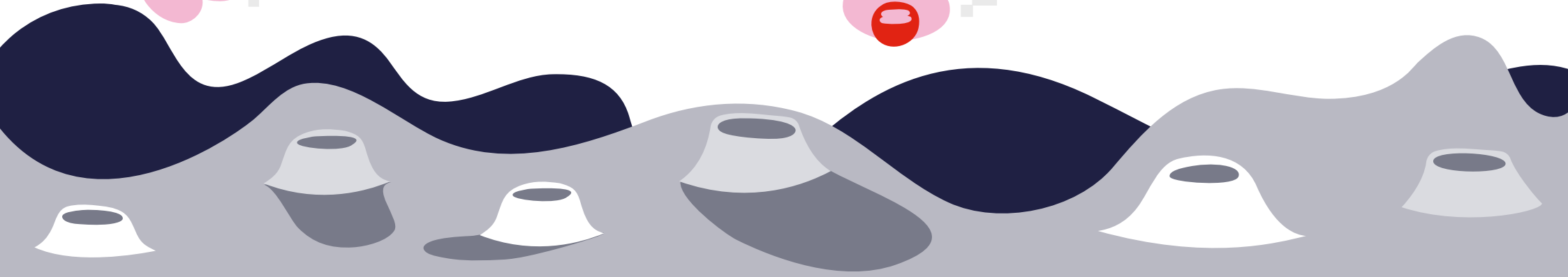
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I ask for feedback on what my top skills are and strengths to turn them into superpowers.



I spend spare time without project assignments on learning and certificates.



# Growth stories

"It all went really well, after less than a month I supported a major go-live for which I prepared a test plan and designed all test cases."



**GRZEGORZ POPARDOWSKI**

Salesforce Consultant /  
Product Owner/Solution Engineer

**Everything started almost 5 years ago, when I joined Enxoo as the first Tester in the history of the company!** It was the beginning of a great adventure that continues till today.

When I first entered the company's office I was welcomed by my new manager who showed me around and explained everything that I needed to know.

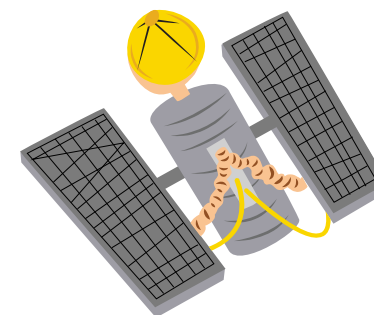
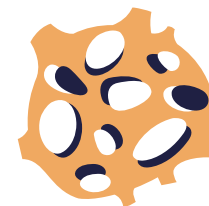
As I already mentioned I started as a QA Engineer, luckily in one of the greatest teams I have ever worked with!

They helped me with all my questions, and I had a lot of them, both Salesforce and Telco were new to me. It all went really well, after less than a month I supported a major go-live for which I prepared a test plan and designed all test cases.

**I was given every possibility to quickly learn how Salesforce and the Telco industry works.** Thanks to that my career kicked-off and within less than a year I started working as a System and Business Analyst for both system and business. **I then quickly became a Product Owner.**

Now, when I could talk to the same person that

was looking for a job that 5 years ago, **I would advise him not to change a thing!**



"It was a project that gave me a lot of pleasure and satisfaction. It's fun to test yourself in something you haven't done for a long time and be successful!"



**MAGDALENA DOBROWOLSKA**

Salesforce Consultant

After 20 years of professional career, **I asked myself, what to do next?** Having worked in many managerial positions at corporations in the telecommunications, media and insurance industries, I have noticed that that hierarchy and limitation of certain processes are really tiresome. **Therefore, I wanted to find a new place where I would have more freedom in the workplace and greater opportunities to shape my role.**

After this, I worked as an Analyst, a role I last had 15 years ago. However, this kind of backward move gave me the opportunity to leverage my knowledge of ERP and finance, and gain deeper knowledge of Salesforce technology.

My first task at Enxoo was project management for a real estate company. It was an interesting project, carried out under a lot of pressure. However, thanks to a great team and agile methodologies, we were able to successfully deliver it to the client.

**This project gave me a lot of joy and satisfaction. It's fun to test yourself in something you haven't done for a long time and be successful!**

Then it was time to support Enxoo in one of my areas of great expertise. I took over a team of over twenty people, where I implemented Scrum @ Scale. As an Agile Coach and Leader, I support all team members in their professional development and can advise them in the career

development process which is aligned with their key skills, competencies and interests. During all my time at Enxoo, I have never been bored and always found a new project or role where I could use my professional experience and, at the same time, find opportunities to acquire and develop new skills.

**Enxoo is a company that gives people with many years of experience the opportunity to work in an interesting and satisfying job. I do recommend it!**







"What I believed and still do is that Enxoo offers the flexibility I need to develop, which is a crucial part in my personal growth process. Everyone here is willing to work to tailor a position that plays to your strengths and allows you to do the type of work you enjoy the most."



**DOMINIKA ZAWIŚLAK**  
Salesforce Developer/Product  
Architect

I started my journey in Enxoo as an Intern in the middle of my engineering studies, a time where I was not really sure what to do with my career.

**Now, after three years, I'm finishing my master's degree and I became an Architect of one of our products with a clear plan for my future career path.**

I went to Enxoo with the mindset of becoming a QA Engineer but soon realized this is not exactly what I'm meant to do. **Convinced that this may be associated with a need for change, I approached our HR department. After the conversation with HR, I changed roles, which helped me to put my career path back on track.**

As part of my new role, I was able to learn a lot of new things, not only how to write clean code, but how to be a good Developer and Architect. One of the influencing factors was that a lot of emphasis was put on soft skills, development and teamwork. And on each step of this learning curve, there was always someone willing to guide me and help me acquire those new skills. **What I believed and still do is that Enxoo offers the flexibility I need to develop, which is a crucial part in my personal growth process.** Everyone here is willing to work to tailor a position that plays to your strengths and allows you to do the type of work you enjoy the most.

On top of that, the way we appreciate each other's work is very motivating for further development. **I really love our idea of appointing**

**Company Ambassadors on an annual basis, and I feel honored to have been selected as one of them.**

**A big part of our Enxoo culture, that also greatly attributes to personal growth, is growing together. This is where our knowledge communities kick in.** In addition to working on projects, we gather together twice a month and exchange knowledge and ideas. I'm really proud of how well our Developer & Architect Community works and that I'm trusted by others to co-lead it, allowing me to take on an additional, completely new role and become an organizer.

Now, even though I'm working in a position I really enjoy, I have the feeling that the pace of my development has not stopped. **Every day I get the opportunity to take on new challenges and improve my skills in many areas.**

"During this time, I have learned a lot and, obtained several certificates. If I were to say what I value most at work, I would say people. They gave me a helping hand when I was struggling."



**MICHAŁ BURY**

Senior Salesforce Developer

I started working at Enxoo over 5 years ago. Back then, I was a 3rd year student looking for a new idea in life. **At the beginning it was difficult to balance work and full-time studies. However Enxoo was very supportive, helping me to easily manage my tight schedule.**

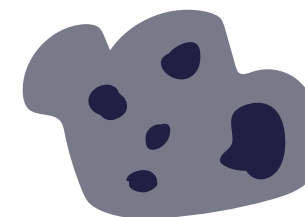
Time passed and I became a senior student and more and more experienced programmer. **The knowledge gained at Enxoo allowed me to succeed at university, including finding a great topic for my final thesis. I finished my engineering studies, then my master's degree, and all of this by working at the same time.**

After graduation, I was able to fully focus on my professional work as a Senior Developer. During this time I have learned a lot and obtained several certificates.

If I were to say what I value most at work, I would say people. They gave me a helping hand when I was struggling. Interestingly, it is such random encounters that affect our lives and who we are now.

**The point is that, when you support certain values, even seemingly universal values, sometimes you don't find the understanding that helps us grow.** I was lucky because I found them and now I can help others to develop.

**At Enxoo, I made many new friends with whom I can not only go for lunch, but also meet, talk and spend time together after work.**



# Career Path

**At Enxoo one of our core values is to get better every day, which means that we all put in a lot of effort to develop our skills, and improve quality of our work. We believe that everyone within Enxoo should have a development path to realize career goals and interests.**

You can find different guidelines on how to become better at what you do, what is important in the development process and what the steps of different stages are, as well as what the growth opportunities are. We support you on this journey at every stage, by organizing regular meetings and giving feedback. We give you a guide, but it is up to you, in which direction you want to develop together with us.



**Onboarding process video**



**Join our team**



# Onboarding process

We know how important are the first months in a new job. That's why we carefully designed an onboarding process, which will help you get along with our culture, work specifics and meet some Enxoo People .

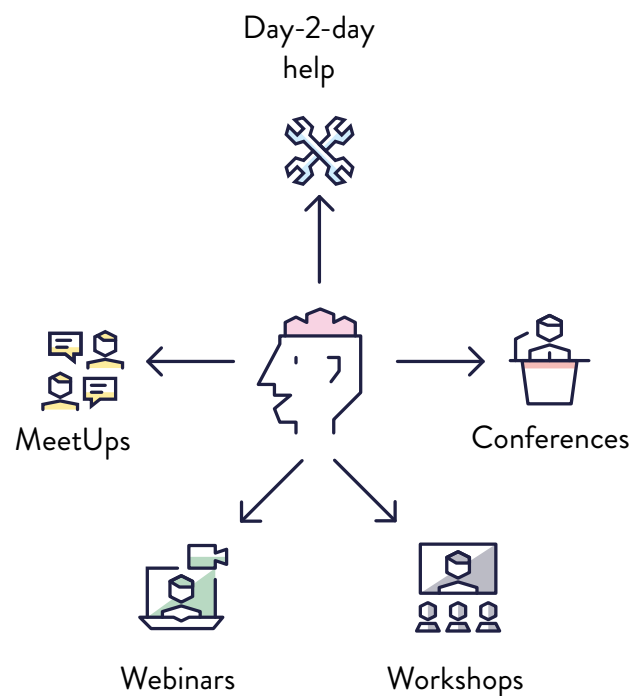
Since the first day in Enxoo, you get the support from our People & Administration Team and your Buddy, who accompanies you during your first weeks. You also get a clear onboarding path with tasks and materials, which help you to get familiar with how we work. But that's not all!

We regularly organize Onboarding Bootcamps in our Warsaw office, during which you have a chance not only to learn more about Salesforce and telecommunications, but also to meet our experts, your colleagues and our CEO and, what's even more important, experience our culture and way of working



# Knowledge Sharing

At Enxoo, we organize many workshops, webinars conferences & MeetUp's that you can participate in. Buddies and Mentors provide you support and share knowledge.



# Certificates

On your development path, you gain knowledge and skills, attend on-line courses related to Salesforce and other technical platforms. This is acknowledged by the respective companies.

# Enxoo University

It's a space, where we are gathering all trainings and online courses prepared and conducted in Enxoo. You will find Academies related to different roles, but also developing universal skills... and we are not slowing down and build new courses.



**Check our webinars**

# Communities

Communities are an important part of our structure. These are informal groups, where people with similar roles share knowledge, experience and inspire learning of new functionalities, methods and tools. Each Community has its own Leader or Leaders who are organizing meetings and participating in the community's work.

## KNOWLEDGE COMMUNITY:

-  DEVELOPERS
-  CONSULTANTS & PO
-  QUALITY ASSURANCE
-  CEX
-  SCRUM MASTER
-  PEOPLE TEAM
-  DEV-OPS



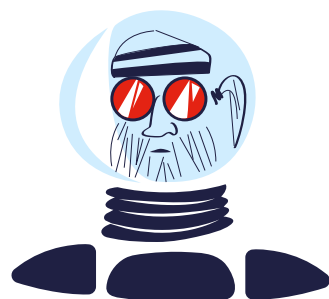
# Who will support your growth?

Throughout your development journey, you get support from various people and teams. You will benefit from their experience and skills.



## GROWTH BUDDY

A person from your area, someone who works with you on regular basis, has full overview on your development and progress, helps you in defining development goals and choosing tools that might be helpful to achieve them



## MENTOR

A mentor is a trusted guide interested in the mentee's development and acts as a role model and supporter, sharing expertise, values, skills, and perspective..



## PEOPLE TEAM

Supporting Enxoo's everyday life!  
A team that accompanies you on your journey from the very beginning - you get to know us during recruitment, we care for your development and provide comfort in your daily work. We are always there for you when you need us.



## CO-WORKERS

At Enxoo we love to share knowledge and support each other :)



# Feedback culture

Feedback culture is a culture where every employee feels that they can share feedback with another person in the organization - regardless of role and seniority. It is important for us to share opinions and be inspired for future development. At Enxoo, you can have a voice during face-to-face conversations, regular company surveys, and scrum ceremonies.



# Buddy

Throughout your development journey, you are supported by different people, you benefit from their experience, knowledge and skills. In Enxoo it is really important to cultivate a culture of feedback! That is why we have regular face-to-face meetings.



First of all, your Buddy supports you during the onboarding process. No matter the position at start your Buddy is always there to help. What can you expected from them?

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Buddies help you in taking first steps in the Team, better understanding our methods and tools, getting to know Enxoo key people and their roles. Also starting an adventure in Salesforce may require some assistance. Buddies will talk you through some key Salesforce materials and the business aspects of Salesforce technology (what it's for, how Salesforce helps to manage businesses). It will be easier with Buddy.



**PRZEMYSŁAW SURMA** (Scrum Master)

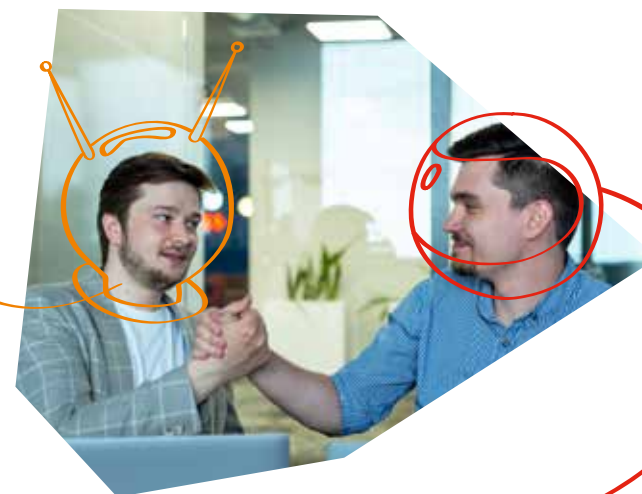
*To be honest, the best onboarding in my career so far. The plan for the first weeks was clear, Martyna was super helpful in helping me in getting to know organization and in discussions related to my position. Just after two weeks, I was ready to work with my team!*

**MARTYNA STAŃCZUK** (Buddy)

*Taking care of others and making them feel welcome is something I like the most about being a buddy. It is a great opportunity to work on your patience, empathy, and communication skills. This also gives me a chance to experience fresh and diverse views on our work that new members of Enxoo bring to the table.*

**GRZEGORZ WAŁĘKA** (Quality Assurance Engineer)

*Onboarding is a well-planned implementation process into Salesforce and Enxoo culture. In case of any doubts, I could always count on the support of my buddy Mikołaj, who is patient, can explain everything and has a wide range of technical knowledge on what the company does and how it works. Throughout my onboarding, I felt I could ask any question and would get a quick answer. It definitely made the whole onboarding process easier for me!*

**MIKOŁAJ HANDKE** (Buddy)

*Being a buddy is a good opportunity to improve your soft skills and get a new perspective on certain topics. It is also a good opportunity to meet new people at work :)*





**LET'S HAVE FUN**




Usually, work takes up most of our time, most of which we share with our colleagues, not with our families. Therefore, our idea was to create a place where work will be an enjoyable time, and building relationships will make us want to spend time together also after work.

At Enxoo, we focus on the highest-quality employee experience and therefore organize numerous company events and meetings.

We meet together, share our knowledge and passions.



Enxoo Culture Book | **FUN**

# Our happiness-boosting traditions



## 1 ENXOO DAYS

We have a long-standing company tradition. Twice a year we meet and spend two days in one place all together. The whole company gets together to share what we're working on, talk about future plans and simply celebrate success and integrate. Our Winter Enxoo Days is also a time when we select our company value Ambassadors. Each Enxoo Days is different in terms of agenda and place, but there are some things that remain the same: Training, Integration, Meetings in project teams, V2MOM presentation, and various other more or less crazy attractions. Dinner and Party, sometimes until dawn :)





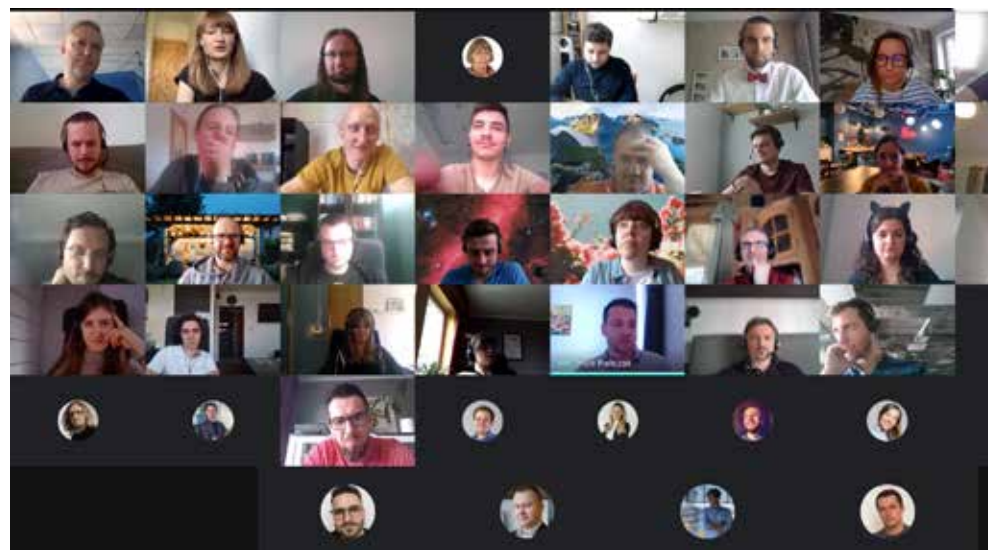


## 2 ENXOO SKI

Another Enxoo tradition is the annual skiing trip with the entire company. This allows us to share our passion, release some adrenaline, break away from everyday life and spend this time together in an unusual way!



### Ski weekend video



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## 3 ALL TOGETHER MEETINGS

The tradition that has undergone the most transformation are the All Together Meetings. We meet every 6 weeks to share information from project work, welcome and introduce new employees, and simply meet all our colleagues. Sometimes we diversify the meetings with a fun and integration part, adding an element of fun. This is the time when, no matter where we are, we can meet and talk together.





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## 5 INTEGRATIONS MEETINGS / THE OFFICE CLUBS: BOARD GAMES, TRAINING CENTER, MUSIC BAND.

This is the most diverse form of company integration activities. It's a time for meetings in smaller groups, project teams. We care about continuous integration and building relationships by organizing various forms of activity in teams. We encourage you to start your own club. This can be anything, almost, really :)





# Enxoo after hours



## **WE GO TRAINING, PLAY BOARD GAMES, ORGANIZE COMPETITIONS, GRILL ALL IN A GREAT ATMOSPHERE!**

At Enxoo we usually spend more time together than we do with our own families, so we want to spend this time in a joyful way! Why shouldn't we have fun with what we do on a daily basis at work? :) For us, the best indicator of building relationships and a good atmosphere in the company is when our employees are happy to spend time together, also after working hours!

At Enxoo, we share not only our knowledge and experience, but also our passions and hobbies, building a community of people with similar interests and values. Therefore, apart from recurring events, we organize ourselves in smaller or larger groups and meet to play board games, cook something tasty together, release some adrenaline while training together or just sit down over a good coffee or cold beverage and talk.





# Enxoo around the world



**Digital Nomads** are remote employees who travel the world and work from different locations. In Enxoo you can work remotely, without forcing anyone to be in the office, and at the same time taking care of regular local team building and daily contact during video calls. In Enxoo, most people work remotely, we have dispersed teams associating people from all over Poland and sometimes also from abroad. Some employees decided to pursue their travel passions.



Digital Nomads Stories



# Celebrate and have a good time!

## NEWBIES:

Every new member of the Enxoo team gets a welcome pack to feel the spirit.

## 5-YEAR-OLDS:

This is our tradition to celebrate five years of being part of our community.

## BIRTHDAY:

A little gift to celebrate your special day!

## CONTESTS:

Team spirit is the essence of the Enxoo Way of Working. That is why we encourage you to be a part of team building contests.

## OCCASIONAL GIFTS:

Little gestures makes the difference. We have something special as a welcome back gadget for moms returning from maternity leave.

## 10TH YEAR ANNIVERSARY:

In 2022 we celebrated Enxoo 10th-year anniversary. Watch the video to learn more about company history and all that has been accomplished in Enxoo's first decade.



**Our story - 10 yeras of Enxoo**



# Giving Back!

At Enxoo, we're always happy to engage in projects that have a positive impact on the world around us. We take pride in raising the bar for corporate social responsibility to a higher level, going beyond the occasional donation. We actively support the Pledge 1% Salesforce initiative allocating our resources to philanthropic activities and causes we consider admirable.

We know that helping others is contagious – and actually, we do not need any special occasion to help others.



**Check our story**





# We are supporting the Empowering Children Foundation



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Digital Youth Forum, organized by Empowering Children Foundation, provides young people a platform to acquire new digital competences and have fun while doing this. We've been cooperating with the Foundation since our company's foundation. And, with our VR game, especially developed for this occasion, we made a little contribution this time too! We were hoping to demonstrate that Robin Hood and the latest technologies, can go hand-in-hand and in fact... we're pretty glad about the results!



**Read the story**



# Charity actions for children's day



Every year, we support one selected orphanage for Children's Day. We not only donate money, our employees are also willing to give their time and creativity to make this day a special one!





# Run for charity!



Run for WOŚP

The Enxoo team won't miss any opportunity to run for a good cause! Until today we covered 350km in Comapny runs. But... when we combine running with cycling, we gathered even more kilometers 2880km!!!



# Volunteering actions



Helping is part of Enxoo culture. These photos show a great variety of our initiatives!. Charity auctions, Green Action, WOŚP, Szlachetna Paczka and many, many others. Together we can do more!



**Enxoo CSR**







Senior w Koronie, support elder people, 2020



Halloween time in Children's Home at Korczaka in Warsaw, 2019



Mali Bracia Ubogich, Senior w Koronie, 2023









We are working hand in hand with our Customers, partners and each other.  
We truly believe that it is an excellent way of combining different skills and sharing experience to create a powerful business entity.

Let's see how we work with our Customers and what is important for our teams in delivering projects.



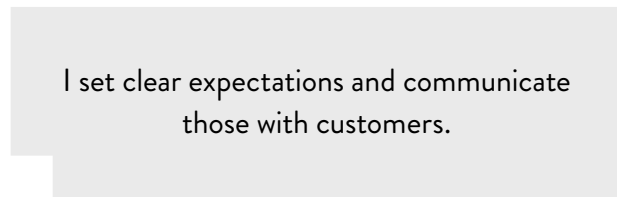
# What does partnership mean to us?



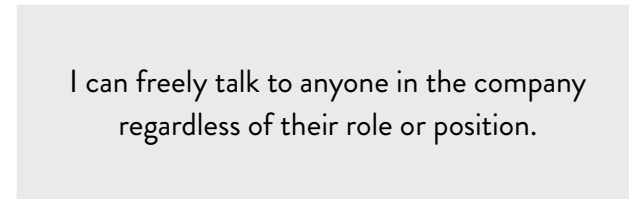
I make improvements in the cooperation



When we can celebrate customer successes.



I set clear expectations and communicate those with customers.



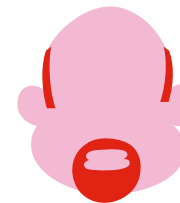
I can freely talk to anyone in the company regardless of their role or position.



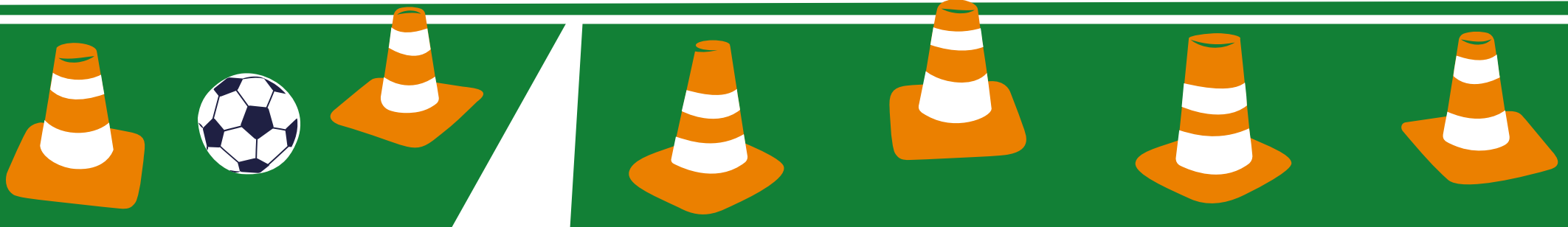
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I challenge customers with courage.



I share my feedback with a customer on what they could improve to let us succeed together.



# What we do in our work

At Enxoo we deliver solutions based on Salesforce platform, as we are part of the Salesforce ISV & Consulting Partner Program. **Salesforce is an integrated CRM platform that gives all departments — including marketing, sales, and customer service — a single, shared view of every customer. Salesforce is a cloud based technology, so you can use it from anywhere with access to the internet.**

Most of our projects are focused on the telecommunications industry. Apart from implementing standard Salesforce products, we offer our own industry-specific, customized solutions on top of Salesforce platform.

**Our solutions help to solve the business challenges that are typical for the telecom industry sales processes, improving operational efficiency, and creating a seamless customer experience.**

We constantly monitor market trends and gather customer feedback which allows us to quickly adjust our products and solutions with new features and functionality. All our products are updated and newly released three times a year.



**Learn more about Salesforce**



# Meet us

Every year we attend many different leading conferences and events, mostly related to the telecom industry. This allows us establish new business opportunities and maintain existing relationships. We strive to be visible across the whole world. We use our deep industry knowledge to develop unique products and solutions, that provide our customers with the foundation to build a continual and a goal-oriented digital transformation.



Krzysztof Zych (Enxoo CEO) at Salesforce Live 2022 in Cape Town



**See the story**



Artur Ostrowski, Enxoo CCO at Salesforce Basecamp 2019



Emma Cox (Marketing Team Lead) and Krzysztof Zych (Enxoo CEO) at Salesforce Live 2022



# Cooperation with NGOs

## Helping other people is a very important part of Enxoo's DNA.

Since the very beginning our company cooperates with non-governmental organizations (NGOs), mainly with charity organizations. Together with Salesforce, we provide easy access to the modern CRM solution on favourable conditions (Enxoo rates with no profit and discounted prices for Salesforce licenses).

Our engagement covers both setting up a brand **new Salesforce org from scratch and delivering further improvements of the already implemented functionalities** (sometimes we call such initiatives "change requests"). We also support our customers during daily work and help with solving different issues (like fixing bugs, configuring additional fields, or creating reports).

Cooperation with NGOs doesn't differ from the cooperation with our other customers from other sectors (like telco or HR). We are following the same project delivery methodology, the same assumptions, rules, and standards.

**Involvement in such charitable initiatives gives our employees a chance to become more familiar with Salesforce and a chance to demonstrate their experience.** It can be a good starting point for people who have just embarked on their adventure with Salesforce as they can get involved with less complex tasks and challenges.

On the other hand, it can also be a great place for more experienced colleagues as they can share their knowledge and experience while working for example on integration with banking systems or payment providers.

## WE ARE WORKING TOGETHER WITH:



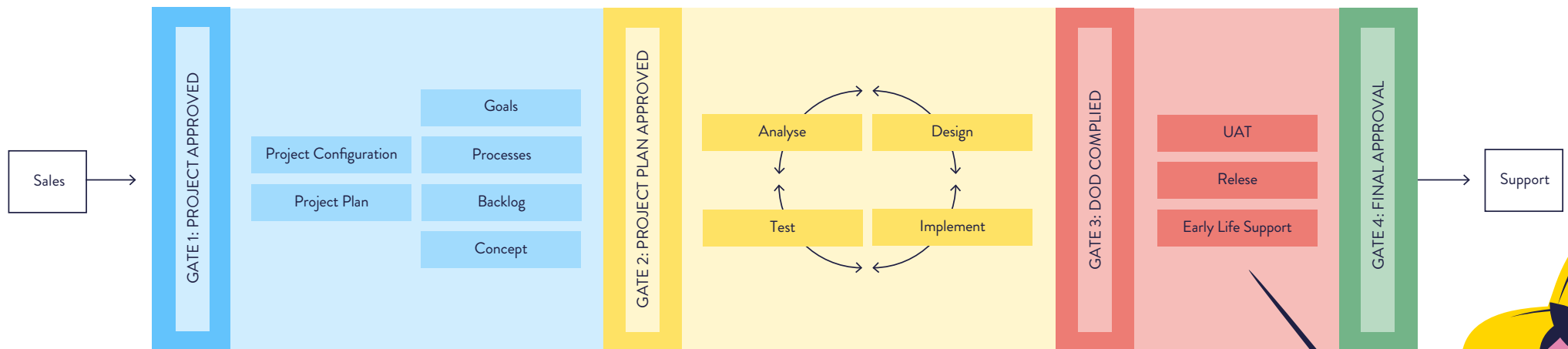
**dodajemy odwagi**





# Project Delivery Method

For us, every project is unique. However, some good practices can be shared and applied by most of our teams. Pro tips from past projects can improve your project performance.





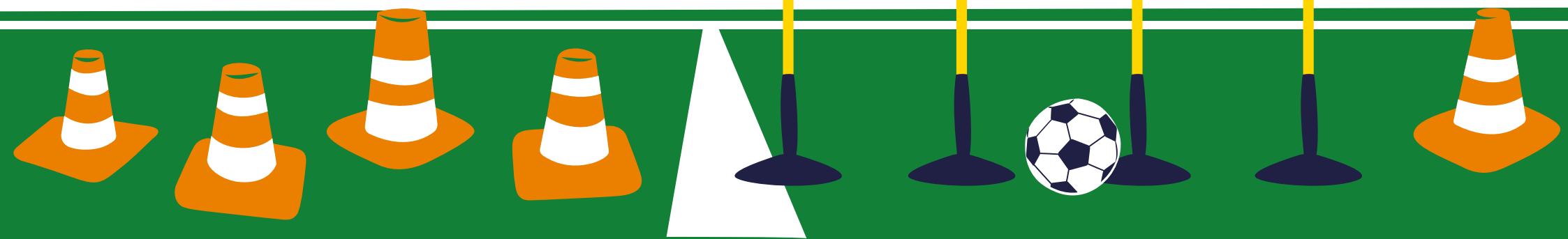
# We work with customers as a one team

We work with our customers on the basis of partnership. Together, we strive to achieve the agreed business objectives, delivering the highest quality solutions tailored to the customer's needs. Therefore, from the very beginning, we fully involve our customers in the entire implementation process, giving them access to Jira, conducting joined. Retrospective meetings and providing regular feedback.

Thanks to a common goal, we build mutual trust and a relationship based on honesty - this transparency allows us to efficiently and effectively build a vision of the entire process. In addition, we avoid single points of contact, giving customers the opportunity to stay in touch with each member of the project team. And, at the same time, we can contact any person on the customer side, which ensures an efficient flow of information and creates transparency.



## Customer Success Stories



# How our teams work

The partnership aspect is visible not only in the cooperation with our customers, but also exist in project teams. We share the same values, choose a common goal, and deliver high-quality solutions to our customers. Also, we deliver value not just technology. And we achieve this by involving all team members. We are authentic during our work, we provide ongoing feedback to our customers by communicating challenges and potential risks. We base relations on honesty, which results in smooth processes and projects.

## WE ARE IN IT TOGETHER

At the very beginning of the project, each team member has responsibilities. We share our experience and support you at every stage of the project.

## SUPPORT

The project is not over after the go-live date, we proactively monitor the adoption of our solutions to ensure that they are used according to the design and end-users understand the new way of working. Dedicated devops teams provide in-life support, resolve defects, and provide continuous improvements.

## WORKING FROM HOME

The present times have taught us to work fully remotely. We have adapted all our processes to this form and decided that everyone can decide whether they prefer to work from the office, hybrid or remotely. Therefore, we have specially prepared integration budgets and we make sure that we meet locally on a regular basis, building our relationships. In addition, for each new person, we have a one-time financial bonus supporting remote work, which allows you to better adapt the place to work. We also try to measure the satisfaction of our employees on an ongoing basis, collect ideas and proposals to constantly change and evolve in line with Agile - each of us creates Enxoo!



# ENXOO WAY OF WORKING

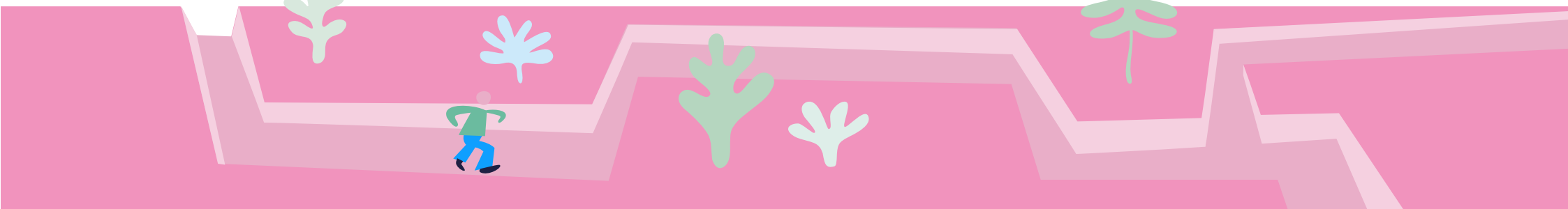
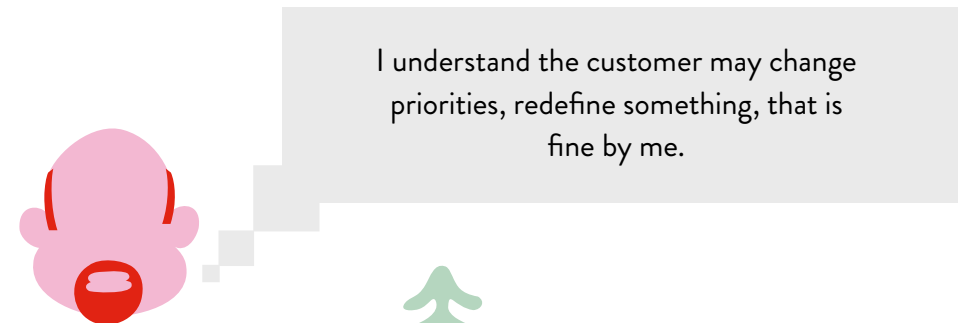
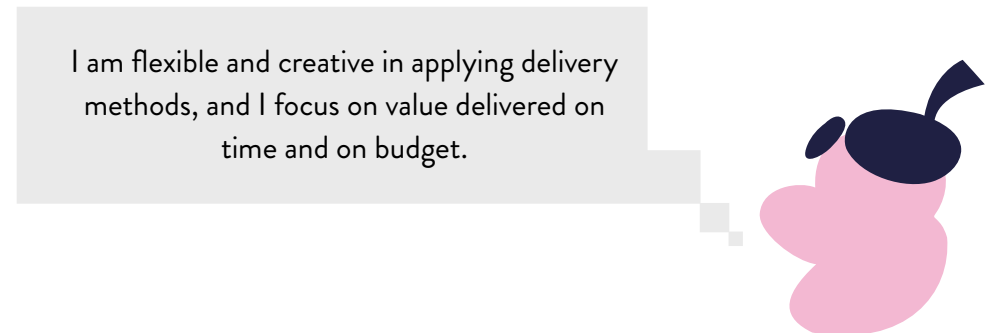
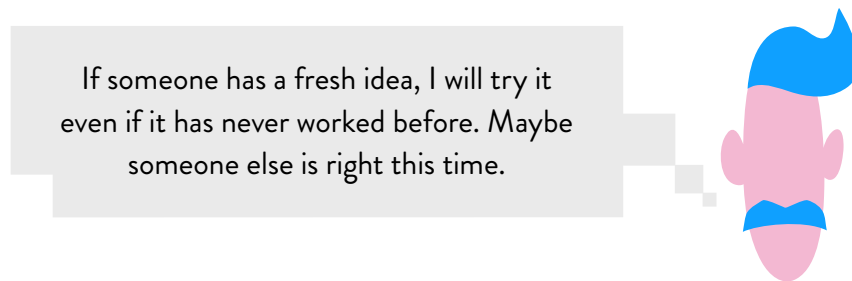
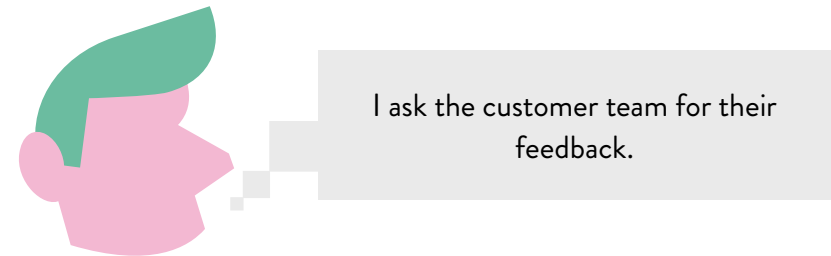
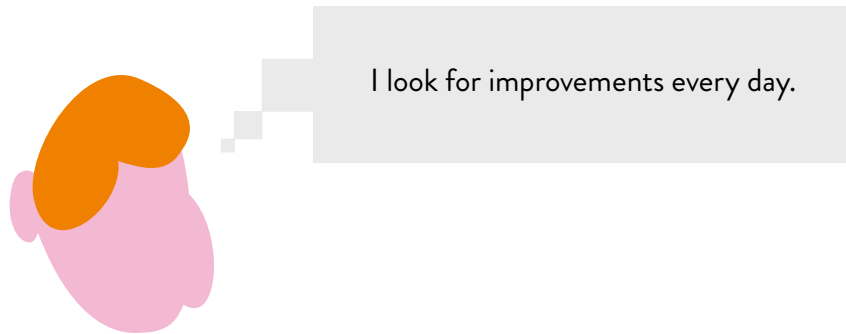


At Enxoo, we believe that only the early and frequent delivery of a working software to the Customer reveals the true power of the Agile approach. This is why we work together with our customers to define a Minimal Viable Product (MVP) and deploy it as early as possible into production.

This first step greatly improves the common understanding of where we are, and where we are heading to. Subsequent releases are usually smaller in scope and, thus, delivered faster than the MVP. Frequent delivery is crucial for project success, as it engages the users already at an early stage, and who can then quickly report if the business requirements are being met, or to suggest modifications based on field level interactions.

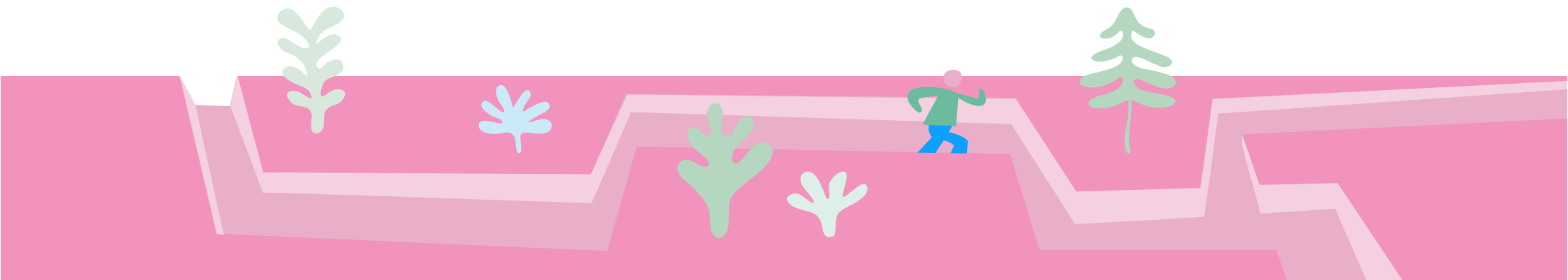
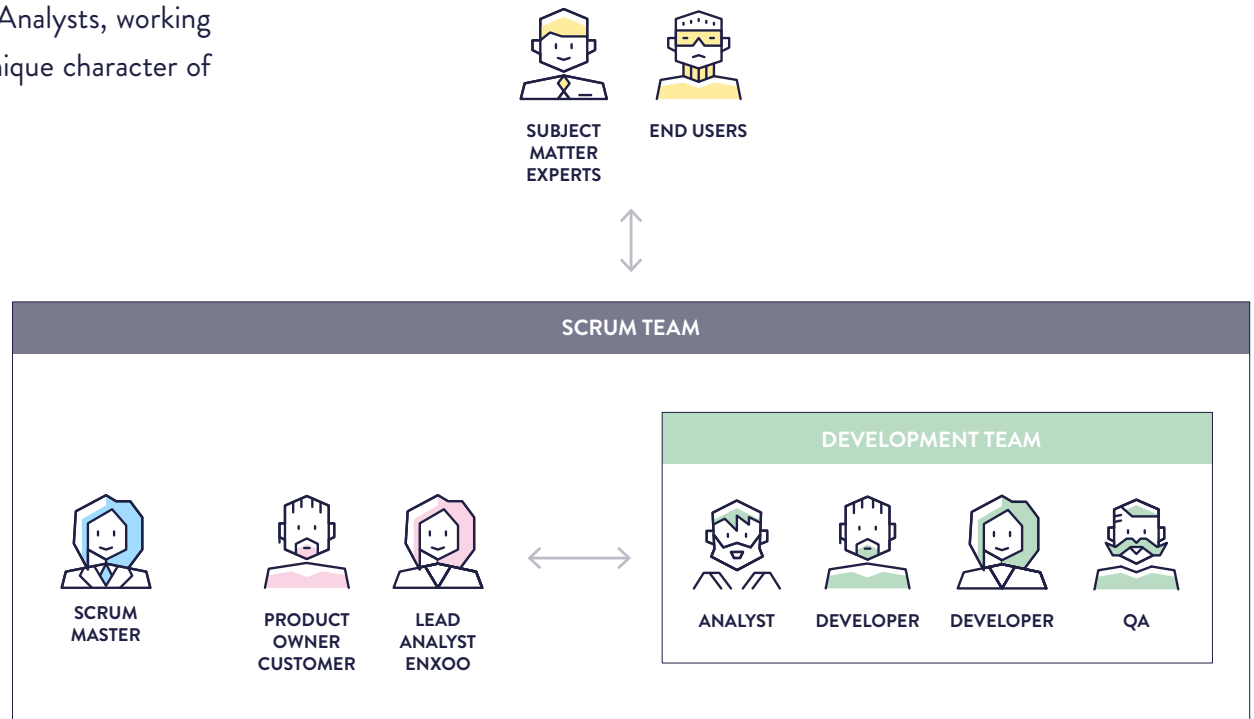


# What does agility mean to us?



# Our project teams

Regardless of roles and responsibilities, we have successfully managed to keep a flat organizational structure and short reporting lines. Based on our experience with agile projects, we have extended the standard Scrum Team model with a tandem of Customer Product Owners and Lead Analysts, working hand in hand. This approach has proven to best address the unique character of a remote project delivery for ISV products.



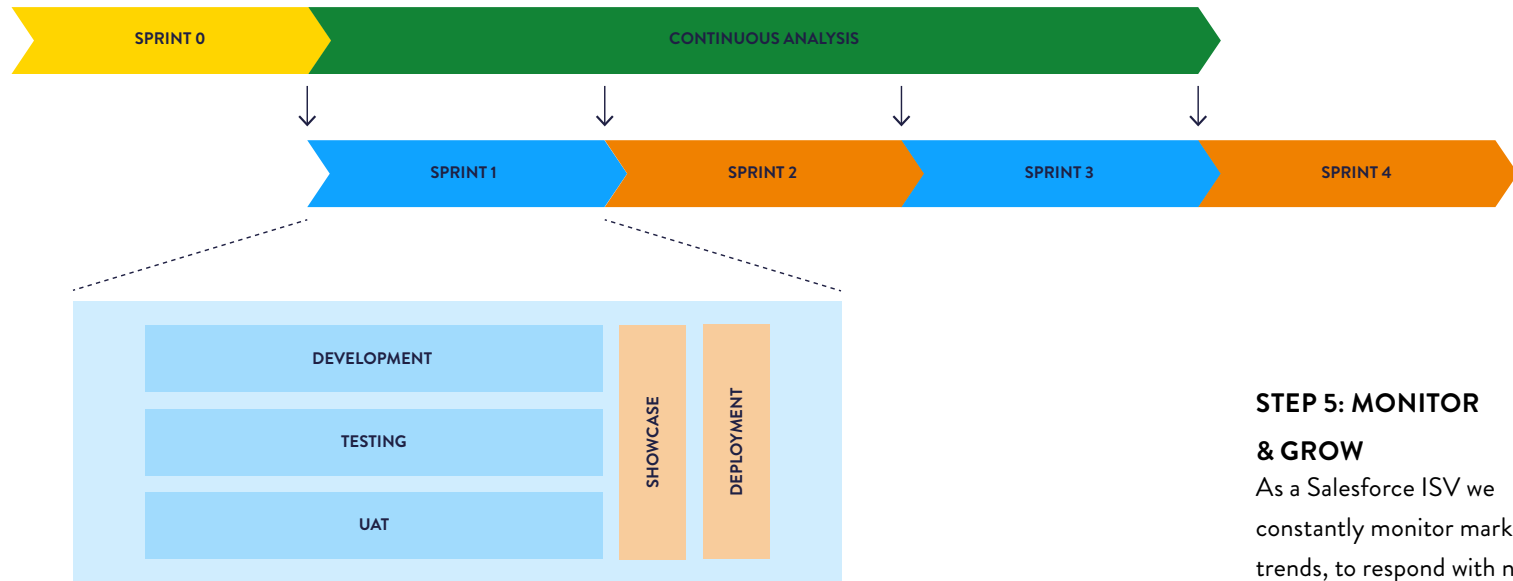
# Enxoo Way of Working

## STEP 2: DEVELOPMENT SPRINT

From backlog to tested functionality, ready for release. Each Development Sprint ends with a Sprint Review showcasing all the delivered user stories. After the Development Sprint is completed, a Retrospective Meeting is organized with a goal to improve the way of working.

## STEP 1: DISCOVERY STAGE

From business objectives to prioritized backlog. Discover phase (we often call it Sprint 0) is focused on building a proper level of understanding on both sides: Enxoo and the Customer - what is to be achieved during the project.



## STEP 3: DEPLOY RELEASE

From backlog to tested functionality, ready for release. Each Development Sprint ends with a Sprint Demo showcasing all the delivered user stories. After the Sprint is completed, a Retrospective Meeting is organized with a goal to improve the way of working.

## STEP 4: SUPPORT & ENSURE ADOPTION

Monitor and constantly adjust the functionality and business processes. Enxoo team supports the Customer users in their adoption and deliver fixes and new functionalities.

## STEP 5: MONITOR

### & GROW

As a Salesforce ISV we constantly monitor market trends, to respond with new features in our product solution map, which consists of both Enxoo products and standard Salesforce products tailored to the communications industry.



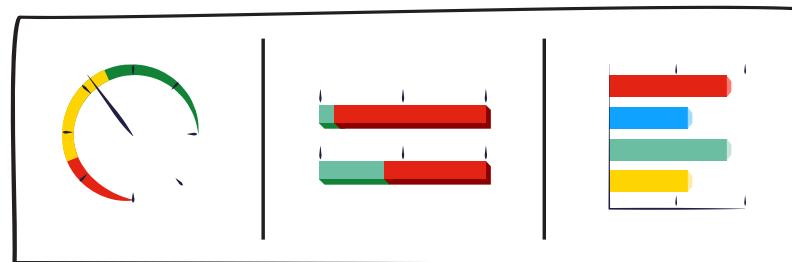
**TAKE THE LEAD**



I'm responsible for my own and my team's work and outcomes. Nothing goes unnoticed and everything that can help the team achieve results, needs my attention. I observe and communicate to ensure the right flow of information. I do my best to support the customer, master the sprints and project objectives.

I'm keen to understand what the business objectives are and what success means for the customer. I make sure that my tasks and my work contribute to achieving the business objectives, sprints and the project.

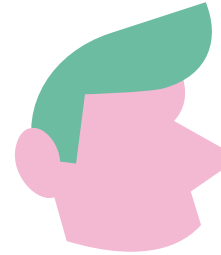
It's like building my own house. I'm involved and make sure to create it in a way I'd like to use and live in.



# What does ownership mean to us?



I'm focused and committed to understand the customer's needs and propose and optimize our solution.



I offer help when other team members are in need.

I'm open to consider all ideas, how the customer's need might be addressed.



When I work, the team can be sure that I will complete my task, and in case of any problems, I will organise the necessary help.



60



I get things done instead of waiting for someone to tell me what to do.



If I don't understand something, I ask.  
I don't pretend everything is clear.



# Testimonials from our happy customers

## A Full Lead-to-Cash Solution for Telcos and a Knowledgeable Team to integrate it

"Expereo is happy to have a strong partner like Enxoo to support its Digital Transformation. Enxoo is a combination of a mature solution embedding strong industry standards specific to telecom, combined with a knowledgeable team able to integrate and tailor it to our specific needs."

Jean-Philippe Avelange CEO



## CPQ replacement makes Telia Carrier a more efficient and cost-effective operator

"The Enxoo CPQ solution has increased sales efficiency by 30%, while significantly reducing system maintenance overheads. We are confident that the new solution will maintain our competitive edge in the industry."

Johan Malmberg CIO



## Customer Success Stories



## Transforming B2B Processes with Cost-Efficient Automation

"Our B2B products and customers are growing rapidly, and we needed to refine our processes to keep up with demand. It was important to us to find a partner that could not only optimise our operations, but also offer a costefficient solution that would be easy to manage and develop in the future. Enxoo listened to our challenges and provided a solution that has truly accelerated our sales processes and can adapt and scale with our business."

Aivars Malinovskis



# Hope to see you on board!

Write to us: [contact@enxoo.com](mailto:contact@enxoo.com)

