

Customer Bill of Rights

Meeting Expectations

Our #1 objective is to develop and deliver quality and value to our customers. As a market-leading technology company this means we must deliver systems and services that meet or exceed customer expectations. To surpass these expectations we continue to implement quality systems and processes that address our customers changing needs.

Partners

We realize that our customers depend on our forward thinking and unique industry viewpoint in order to enable and implement their own IT plans. We pledge to continually and clearly share our corporate policies and roadmaps in an effort to assist our customers in navigating any changes in the technology landscape.

Issues and Concerns

We understand that our customers are professional business men and women. As a client, it is your right to submit an inquiry to our customer and support services team with the expectation of receiving a timely response and resolution. We assume complete ownership of your issue and we will take all necessary actions, including following internal escalations procedures, to efficiently and amicably respond to your inquiry.

Business Practices

We pledge to maintain a direct, forward, and frank policy in every facet of our business practices in an effort to maintain the trust of our customers. We believe it is your right as a customer to fully understand the terms, capabilities, and functionality of our agreements, support team and facilities before and after you become a customer.

Innovative Technology

We will continually strive to improve our support and services by delivering advancements to the market that allow our customers to carry out their IT implementations more effectively. We pledge to foster innovation in our facilities and support services through an unyielding commitment to providing the latest in infrastructure design and systems.

Our Commitment

We promise to sustain the highest level of customer satisfaction through personal accountability, professional commitment, and employee empowerment at all levels of our organization. We will endeavor to treat all customers with prompt service, integrity and respect.