



CLIENT

BILL OF RIGHTS

We are committed to providing our clients the absolute best Advisory services and support possible. To that end, we pledge to deliver the following rights to all our clients and suggest you DEMAND this same level of service, honesty, and integrity from any vendor you choose.

You have a right to expect fast response and resolution on any IT-related problem you are experiencing. We pledge to respond to your request for help within three hours or less during the workweek, and to be available on weekends and evenings when needed. We also pledge to show up to any scheduled appointments on time, and to give you as much advance notice as possible when we cannot be there as promised due to a circumstance beyond our control.

You have the right to get answers to your questions in PLAIN ENGLISH. We pledge to never use “jargon” or be condescending to our clients regarding any topic.

You have a right to expect exceptional services from friendly people who appreciate you as a client. We pledge to always treat you and your team with the utmost level of courtesy, professionalism and respect at all times.

You have a right to expect us to lead the way in looking for new and innovative technologies to improve your profitability and productivity, and help you grow your business. We pledge to stay on the cutting edge of technology and productivity tools so you are always presented with the best-in-class options.

You have a right to individual attention and to know who is touching your company information. We pledge to never outsource any work for your company without your prior approval.

You have a right to understand every aspect of what we do for your company. We pledge to provide full and complete documentation and explanation of everything we advise you to do, so you never feel as though you are “held hostage” by your Advisory service.

You have the right to receive accurate invoices. We pledge to always deliver on time and on budget, and never surprise you with hidden fees, extras, and overages that you have not agreed to.

You have the right to know the status of your account and support requests, no matter what time of day or night. We pledge to provide secure access to status reports via our Web Help Desk 24 hours a day, seven days a week, and to communicate the progress of resolving any issue. You will never have to manage us or remind us of promises we’ve made.

You have the right to own the resulting work we do for you. We pledge to help you develop the customer service and marketing functions into your business that will provide growth and stability and not to become dependent on us to perform these functions.

A large part of our business comes from referrals from happy, satisfied clients. We want you to recommend us, and we know that will only happen if you are thrilled with our service. That is why we work so hard to go above and beyond the call of duty. The establishment of our Client Bill of Rights, along with our continual and substantial investment in people, processes and technology, clearly demonstrates our commitment to our clients.