



Able's CARATs of Customer Service

Courtesy Accessibility Responsiveness Accuracy Timeliness



Courtesy

- ✦ We will treat all customers (internal and external) with respect both in words and in actions



Accessibility

- ✦ We commit to returning all calls in 24 hours or less to our customers to consistently meet their IT needs
- ✦ We will develop and maintain contract relationships with government and cooperative purchasing agencies
- ✦ We will use our successful long-term business model to instill confidence and security in the hearts and minds of our customers



Responsiveness

- ✦ Provide for our customers a complete service that addresses their planned and unplanned technology needs and expectations
- ✦ We will maintain qualified staff necessary to meet the commitments in our service agreements
- ✦ We will provide quality planning, solutions, and service to meet or exceed customer expectations. Our definition of quality includes knowledge, reliability, service, follow through, training and communication
- ✦ We provide a responsive relationship with our customers that result in continuity, ongoing updates, and a genuine concern for their business
- ✦ We will respond promptly to all service calls and triage service requests accordingly. We will honestly communicate the status of our service capabilities to our customers
- ✦ We will respond with a comprehensive solution at a responsible price commensurate with our quality of service



Accuracy

- ✦ We will carefully listen to our customers, build productive relationships, and provide quality solutions that match their needs. Our final implementations will fairly and accurately represent our original commitments
- ✦ Our invoicing will accurately and fairly reflect products and services rendered to our customers
- ✦ We will clearly define and communicate service parameters of our contracts and commitments
- ✦ We will follow reasonable protocols to protect the integrity of our customer's data
- ✦ Our contract pricing will accurately, fairly, and ethically represent the quality of our products and service.



Timeliness

- ✦ We commit to completing all work on time to Able standards per customer expectation summaries