

# CLIENT BILL OF RIGHTS

- 1. You have a right** to expect and demand complete satisfaction from the information technology and technical support you receive from Technikel Solutions. We pledge to deliver exemplary service, on time and within your budget.
- 2. You have the right** to get answers to your questions in PLAIN ENGLISH. We pledge to recommend options for accomplishing your objectives and will answer your questions in terms that you can understand.
- 3. You have a right** to expect Technikel Solutions to sustain the highest levels of personal accountability, professional commitment, and employee empowerment in your every interaction with our organization. We pledge to treat you with the utmost levels of courtesy, responsiveness, integrity, and respect; and to work with you to ensure that your relationship with us is a pleasant and cooperative experience.
- 4. You have a right** to expect us to lead the way in fostering and implementing innovation and creativity in our service offerings through an unyielding commitment to providing the best technology and services available. We pledge to provide exceptional technology for your business and will provide the best technical talent to manage that technology and surpass your service expectations.
- 5. You have a right** to individual attention and dedication. We pledge to provide prompt, courteous, and efficient service by acknowledging your request within an hour, keeping appointments, and with great communication.
- 6. You have a right** to understand every aspect of our business policies and support procedures. We pledge to make it easy for you to communicate with our staff via our website, email, or by phone, and to receive answers to any questions you may have about how or why a decision, recommendation, or resolution plan is recommended.
- 7. You have the right** to receive the best value in computer and network support services in return for placing your trust and business with us. We pledge to explain all of the costs up front so that there are no hidden fees or unexpected costs later on.
- 8. You have the right** to have us attend to the details of each issue, question, and request you have. We pledge to get the job done right the first time.
- 9. You have the right** to a single point of contact for all your technical issues or concerns. We pledge to help with any IT related issue in your business, such as helping with any vendor you use, and with all technologies including anything IP based or connected to the computer, phone system and service, security, etc.

**The establishment of our Client Bill of Rights, along with our continual and substantial investment in people, processes, and technology is our ongoing commitment to our clients.**



# SERVICE PROVIDER COMPARISON CHART

20 Questions You MUST Ask Before Hiring Anyone to Support Your Network	Company A	Company B	Company C	
Do they answer the phone live?				✓
Do they have a written, guaranteed response time?				✓
Do they take the time to explain things in plain English? No "Geek Speak"?				✓
Do they offer (new) ways to improve your network performance?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they have adequate Errors & Omissions, Liability, and Work Safe BC Insurance to protect YOU?				✓
Do they <u>guarantee</u> to complete projects on time and on budget?				✓
Do they insist on monitoring your network 24-7-365 to PREVENT problems from turning into downtime, viruses & other issues?				✓
Do they provide regular reporting so you know for sure that your systems are secure & protected?				✓
Do they provide you with full written network documentation?				✓
Do they have other technicians on staff who are familiar with your network?				✓
Is their "all-inclusive" support plan TRULY all-inclusive?				✓
Do they insist on monitoring onsite AND offsite backups?				✓
Do they insist on doing periodic test restores of your backups?				✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?				✓
Do they have a written plan for getting your network restored fast in the event of a disaster?				✓
Is their Help Desk Canada-based or outsourced overseas?				Canada Based
Do their technicians arrive on-time & dress properly?				✓
Are they familiar with your Line of Business applications?				✓
When something goes wrong, do they own the problem through to completion?				✓
<b>Your Choice...</b>				✓