

# PSU<sup>®</sup>

## Putting Customers at the Heart of our Business

### Expertise at Work

**PSU<sup>®</sup>**

call **0800 996 1646** | email **info@psu.co.uk** | visit **www.psu.co.uk**

# Our commitment to service excellence - ITIL®

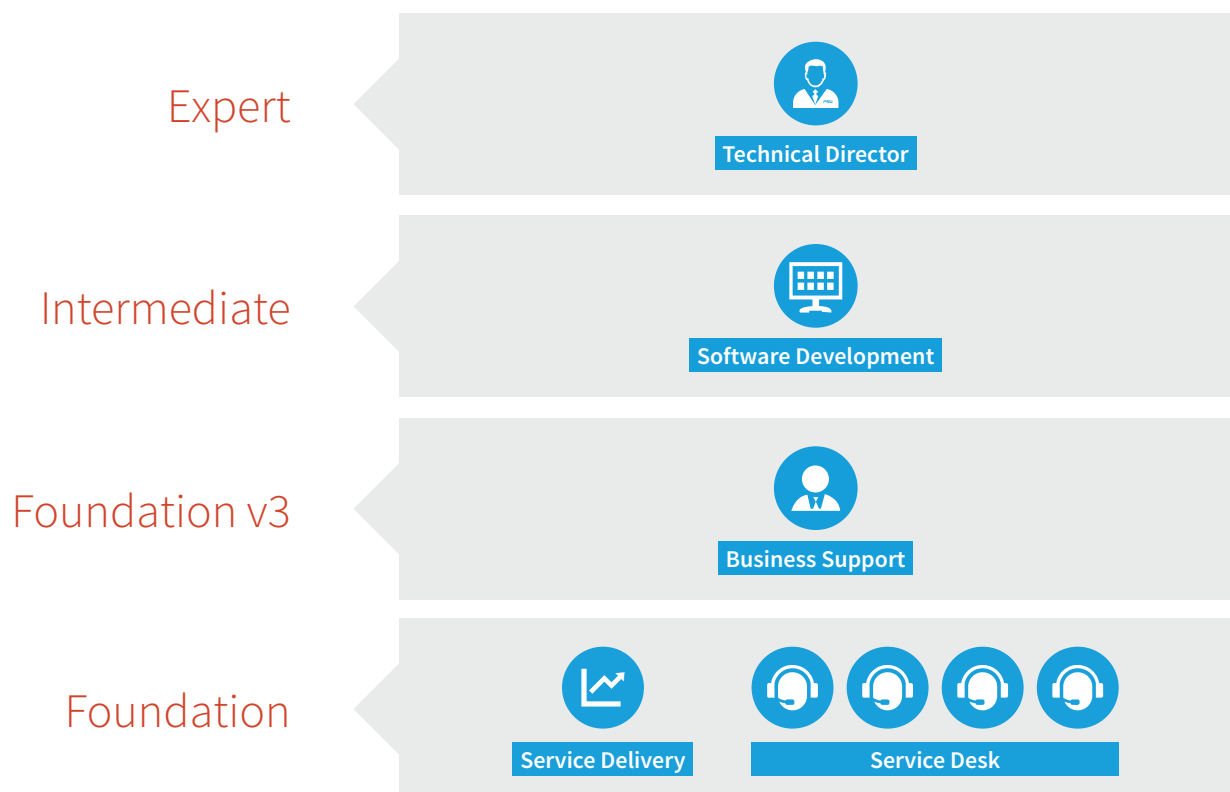
PSU follows the globally recognised ITIL® (Information Technology Infrastructure Library) best practice standard for information technology service management professionals.

ITIL® is recognised as the IT Service industry's most stringent guidelines and sets the benchmark for the training of IT service desk professionals. With demand for IT Managed Services increasing, its value has never been more important.

At PSU we are fully committed to the ongoing improvement in our levels of customer service and support. This is why ITIL® is incorporated as a standard across all areas of our business.

We scrutinise internal processes and always gather customer feedback. This allows us to measure and improve every aspect of what we do. It also helps us to deliver even higher levels of service and support for our customers.

## We're committed to ITIL at all levels of the business



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# Audited, Accredited Service

## BSI ISO 9001:2008



“This BSI standard is essential. It’s the foundation that enables us to deliver ever higher levels of service quality and shows we are a safe pair of hands to do business with. We don’t just talk quality; we are serious and extremely committed in delivering it across all areas of our business.”

**Nigel Davies, Technical Director**

As one of the very first independent IT services companies to meet the BSI’s exacting industry standards, we continually monitor and improve processes throughout our business, so our customers always enjoy the highest levels of service excellence.

1994

Year first achieved ISO accreditation.

The BSI conducts **six-monthly audits** of PSU. These examine the effectiveness of our quality management systems and processes across all our departments.

2018

Current ISO 9001:2008 accredited until.

### From the 2015 audit

“... processes were seen to be controlled and well managed. The client has demonstrated a clear commitment to ... make continuous improvements, and continue developing the business as they establish a firm presence in the hosted / managed services sector.”

## About the BSI

As one of the world’s largest certification bodies, the British Standards Institute (BSI) audits and provides certification to companies worldwide, based on the implementation of effective standards of management systems.

Renowned for its quality, the BSI Kitemark offers an assurance to customers that any company associated with it can be trusted to provide the highest possible standards in their products and services.



ISO is the standard that everyone in our industry aspires to. It’s only awarded to those who can consistently demonstrate quality.

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# Satisfied Customers

## NetPromoter Score

We always ask customers to tell us how we're doing.

One key way we measure this is using a similar way to the industry standard NetPromoter Score, or NPS<sup>®</sup> metric.

Its simplicity enables us to engage with customer satisfaction at all levels.

It delivers real-time information which we can act upon to improve service and achieve results.

**We ask a straightforward question:**

How likely is it that you would recommend PSU to a friend or colleague?

**For 2016 our customers have said they're very satisfied with us, scoring us +77 (a better score than companies like Apple)**

+77

### How the score is calculated

The service is rated on a 0 to 10 point rating scale & we categorise our customers from their scoring:



NetPromoter Score

=

% Promoters

-

% Detractors

# Performance Matters

## Our Service Level Agreements

We put our Expertise to work in many ways. After we've found, installed and implemented the right technology solution, we maintain them.

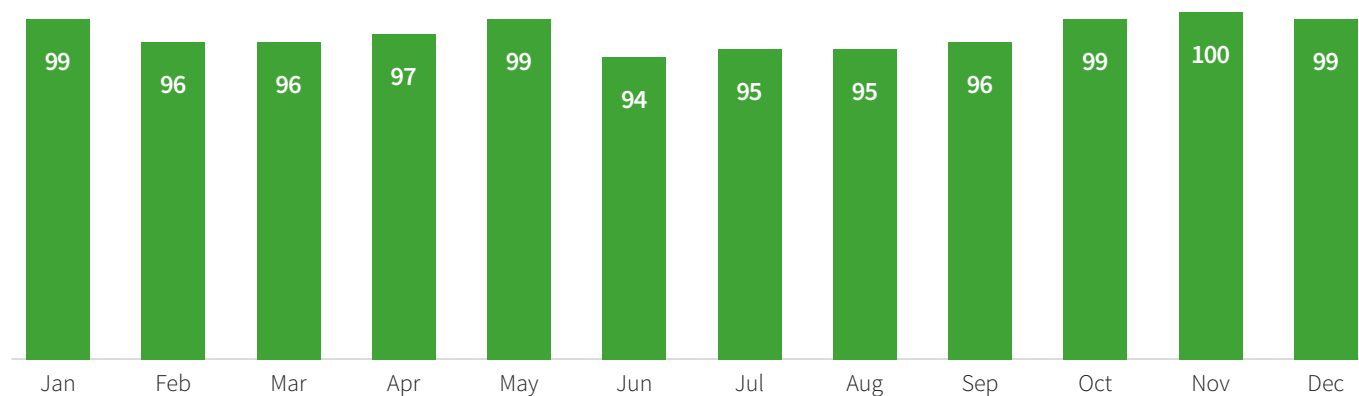
Our Service Level Agreements (SLAs) are how customers know we will respond and fix issues in the promised times. We provide individual reports to make sure they know how we've delivered our service to them.

Our Service Desk and Engineers all work hard to ensure that our SLAs are maintained and our customers are satisfied.

**For 2016 we averaged at 97% against our SLAs for all our customers across IT, Telecoms and Connectivity.**

97%

### SLA Performance (%)



Measuring our SLA performance means that not only do our customers' know how well we're working for them, but also allows us to identify where we need to improve processes if things haven't gone so well.

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# Across the UK, customers tell us why our service is so good

## Expert Engineers

“ *Very pleased with the help I received. The engineer took the time to explain this very carefully so as not to confuse me.* ”

Simpson Travel

## Support when you need it

“ *Just wanted to say a special thank you to PSU's engineer who worked solidly until 2am with me at our office, not once did he rush anything to leave early and gave a thorough and professional service. From the experiences we have had with PSU I would recommend them to anyone who needs support on critical telecoms systems.* ”

Spratt Endicott Ltd

## Trusted

“ *PSU's Service & level of professionalism is outstanding. I feel more than justified in awarding them our contract and will certainly award any future works to PSU.* ”

Qvis Monitoring Ltd

## Fast Response

“ *Excellent support/service as usual from PSU. The issue was dealt with within the hour.* ”

Judge & Priestley

## Superior Service

“ *As swift, professional and as thorough a service as I have come to expect from PSU. Always a sense that whatever the problem, PSU can resolve it!* ”

Computer Computer Ltd

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