

Customer Charter

Company overview

- Bespoke, intelligent factory automation, software and logistics solutions
- Small flexible team, experts in working with FMCG, Retail, E commerce
- Excellent network of partners and able to act as an integrator to take responsibility for projects
- Ongoing, tailored customer support structure in place
- British business based in Cheshire - our UK and international partnerships allow us to provide bespoke solutions for our customers

Mission Statement

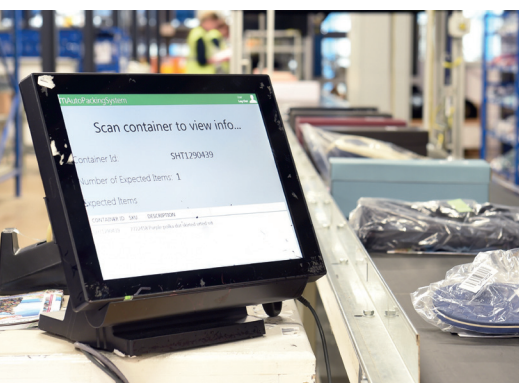
“

To deliver excellence in our products and services whilst achieving ethical and profitable growth.

”

How we work with our customers

We aim to be flexible and work in a way that suits each customer. This can be by taking a collaborative approach or acting as a technical lead and integrator. **Either way our priority is to look after our customers well** - we're a lifetime partner offering support as appropriate.



What we promise

- A small team that gives you flexibility with high levels of personal responsibility
- Expertise supported by a good network of industry respected partners
- Work undertaken in accordance with Health and Safety guidelines
- Affordable solutions finished on time
- Open and honest approach to projects
- Clear lines of communication from us
- Single point of contact
- Clear escalation process and contacts
- Online customer portal
- Feedback processes - during the project and after it has finished
- Confidentiality
- Loyalty
- A business that invests in/supports its staff
- Ethically and sustainably managed approach to our projects
- Customer support policies and contracts incl 24/7 support
- When a customer decides a support contract is not required we provide a clear statement about non contract support service levels

What we need from our customers

These help us to deliver better customer service

- To provide a User Requirement Specification
i.e. clear concise instructions about what is required which we can help create if necessary
- A polite and courteous approach
- Constructive feedback/openness and honesty at all stages with us
- Loyalty
- Appropriate use of the support services and clear descriptions of problems with named contacts and phone numbers so that we can respond effectively
- Payment on time *(to allow us to deliver within the promised timescales)*

