

Customer Service Charter

Our Customer Service Charter sets out the standard of service our customers should expect to receive from Controlsoft.

This Charter sets out clear levels of expectations, to ensure the following:

- A customer focused service is created and maintained.
- Effective communication exists internally and between Controlsoft and its customers.
- We maintain awareness of our customer's time.
- The level of service delivered meets or exceeds our customer's needs.
- We deliver the required standard of service within the timeframe laid out in the level of service section.

Our Values

The organisational values of Controlsoft are:

- **Deliver excellence in all that we do** – we deliver a feature rich, comprehensive range of solutions for Access Control. We work to ensure that our product offering nationally and internationally is delivered at the highest quality, in compliance with ISO9001.
- **Work collaboratively** – we supply through System Installers so we must support them, train them and keep them up to date on our products.
- **Place our customers at the heart of our work** – We are passionate about our products and services. We strive to ensure our products and services meet the expectations of the customers we serve.
- **Continuous development is how we live** – we must ensure that we are always innovative, creative and forward thinking in the planning and delivery of all our products and services. Feedback from our End Users and our System Integrators on our products and services is key to ensure this.

Customer Commitment

These key elements will underpin our commitment to customer care.

- Set and monitor Controlsoft service standards.
- Ensure Controlsoft staff are trained to a recognised industry standard level.
- Seek regular feedback from customers to improve our service delivery.

We will seek to uphold our customer commitment by ensuring the following pledge is adhered to. We will:

- Engage with and consult customer groups to ensure the service provided is appropriate.
- Provide up to date information on the Controlsoft range of products.
- Ensure our suppliers are aware of our commitment to the ISO 9001 standard.

Level of service

Staff

- We will always be courteous and professional.
- We will listen to our customers, take all issues seriously and qualify their timescale.
- We will endeavour to go that extra mile and deliver on our promises.
- We will be passionate about delivering excellent customer service.
- We will ensure our staff are trained to provide excellent customer service.
- We will ensure you are provided the latest updates to our software if you have purchased software cover.
- We will ensure the maintainer of the system is always notified first when work is required on site.

Email communications

- All our email communications will be open and clear. We will include full contact details of the person dealing with the enquiry.
- We aim to respond to 95% of all emails / calls within 1 hour if received in core business hours (M-F 08:30 – 17:30 GMT) and provide helpful responses and clearly worded questions.
- Email queries and time spent resolving the issue will be logged in our support system.
- When the support ticket is closed a summary will be emailed to the Customer, including a reference number to quote in the event they need to email again with the same query.
- If a customer query is awaiting an answer from Controlsoft and is not resolved by close of business, then the query will be escalated to the technical support manager. The customer will then be advised who is now dealing with the query (if different) and will receive a progress update on the next working day.
- If a query cannot be closed or still exists at the end of day 2, then the query will be escalated to the account manager and an action plan agreed.

Telephone calls

- All calls will be answered M-F between 08:30-17:30 GMT excluding public holidays.
- All calls will be answered in a polite and friendly manner within three to five rings, our staff will give their names and speak clearly.
- All calls and time spent resolving the issue will be logged in our support system.
- When the support ticket is closed a support summary will be emailed to the customer, including a reference number & satisfaction survey.
- If a customer query is awaiting an answer from Controlsoft and is not resolved by close of business, then the query will be escalated to the technical support manager. The customer will then be advised who is now dealing with the query (if different) and will receive a progress update on the next working day.
- If a query cannot be closed or still exists at the end of day 2, then the query will be escalated to the account manager and an action plan agreed.

Online Chat

- All Chat sessions will be answered M-F between 08:30-17:30 GMT excluding public holidays.
- We aim to respond to 95% of all chat sessions within 15 minutes if received in core business hours (M-F 08:30 – 17:30 GMT), and provide helpful responses and clearly worded questions
- Chat transcripts will be added automatically to a support ticket and an email transcript option is available to the end customer should they require this.
- If a customer query is awaiting an answer from Controlsoft and is not resolved by close of business, then the query will be escalated to the technical support manager. The customer will then be advised who is now dealing with the query (if different) and will receive a progress update on the next working day.
- If a query cannot be closed or still exists at the end of day 2, then the query will be escalated to the account manager and an action plan agreed.