



www.8el.com

Customer Excellence

EXCELLENCE THROUGH ATTENTIVE,
FIRST CLASS SERVICE

At 8el we are passionate about service excellence. It is our belief that managing the entire solution lifecycle generates maximum return for our customers.

The 8el customer service team employs proactive, professional, Technical Consultants to complement the implementation and in-life support of 8el's portfolio to assist our clients with:

- ▶ Leveraging new technologies
- ▶ Deploying new applications and services with confidence
- ▶ Meeting deployment schedules and budgets
- ▶ Bridging resource gaps
- ▶ Changing business needs

All of our staff are targeted to achieve excellence as one of the key deliverables in 8el's first class customer service.



Building long-term customer partnerships

The role of 8el's account management team is to ensure that customers fully benefit from 8el's services, experience and expertise. Its success to date has helped build long-term business partnerships with major corporate clients throughout the UK.

The account management team provide our customers with:

- ▶ Continuous, proactive advice and guidance on addressing business needs
- ▶ Acts as a single contact point for customer enquiries
- ▶ Quick response to establish budgetary and final solution value
- ▶ Regular technology and solution updates that may be beneficial to greater client efficiency and cost saving

An important part of 8el's account management process involves regular account reviews to discuss the existing commercial agreements and to ensure any future business requirements are addressed to maximise business benefit.

The account management team uses a secure web-based CRM platform that holds all client details, therefore readily accessible to answer client enquiries. All aspects of customer communication is logged and tracked throughout the service lifecycle from first contact, into contractual agreement, project implementation and finally into in-life support management. This ensures that all parties within 8el have the necessary client information to hand when dealing and resolving urgent customer enquiries.

In summary, whether you want fully outsourced or standard break-fix support services, 8el can create a service solution to suit your exact needs; all fully supported by our industry respected Service Level Agreement; providing you with the peace of mind that your technology is operating to its maximum benefit for your business.

"The excellent support, technical knowledge and account management that we received meant that we decided that 8el were the right partner to roll out the network to the entire Fresca group"

Fresca



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Dependable
Passionate
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Flexible
8el Enterprise

Over the years we have been working with 8el we have received an excellent service. They are a small company with a big heart and caring attitude. 8el will go that extra mile to help their customers and now feel like an extension of our team.

Centaur Communications Ltd

Project management

Prepare
Rolling out a network can be a complex and stressful process. 8el takes the aggravation away from customers by appointing a dedicated project manager to oversee the process through to delivery. 8el's PRINCE2 accredited project managers have the expertise and knowledge to ensure that the installation process proceeds as simply and efficiently as possible.

Plan
During project initiation, the project manager produces a Project Initiation Document (PID) to describe the deliverables and respective responsibilities of all stakeholders and interested parties. Using PRINCE2 methodology, a project plan is produced to explain the relevant timelines and sequence of key events. This forms the basis of a regular review to track the status of installation.

Network Operations Centre (NOC)

Operate
Our centralised Network Operations Centre (NOC) is operated 24hrs x 7 days by a team of highly qualified and accredited consultants providing first, second and third line multi-vendor support. This is further supplemented by 8el's complete management of 3rd party providers to deliver a 'one stop shop' for all aspects of solution support – critical in achieving a fast resolution to complex problems.

For customers, the operational areas provided by our NOC include:

- ▶ The contact point of all 8el related issues
- ▶ Provision of proactive support
- ▶ Complete management of support tickets and escalations
- ▶ Robust ITIL change management control
- ▶ Business continuity during planned works on carrier networks
- ▶ Advice on using 8el's network monitoring tools such as AppFlow, SolarWinds and CallWatch Interactive

Our services are founded on best practice ITIL methodology, with escalation procedures to ensure customer access to senior level engineers and technology specialists as and when required. Our extensive test facilities fully support engineering activities by enabling replication of our clients' networking scenarios. This helps to resolve networking problems quickly.

Continuous review on service performance

Optimise
The Service Delivery function at 8el is a fundamental part of service management. The goal of Service Delivery is to ensure that 8el's services are delivered in accordance with the Service Level Agreement, whilst building upon and enhancing the relationship with our customers to provide a high level of satisfaction. This is alongside 8el acting as a liaison between customer, and any 3rd party.

At 8el, we ensure that the overall customer experience is a positive one and mutually beneficial through the complete lifecycle.

Service levels are monitored and reported against Service Level Agreements. Service reviews are completed on a regular basis, along with Customer Satisfaction (CSAT) surveys that are sent out to all end users who have raised a fault for that month period.

Monthly CSAT surveys are used as a direct source of feedback from customers, measuring overall customer experience with the results used to create change and ultimately to drive continuous improvement to 8el's service experience.

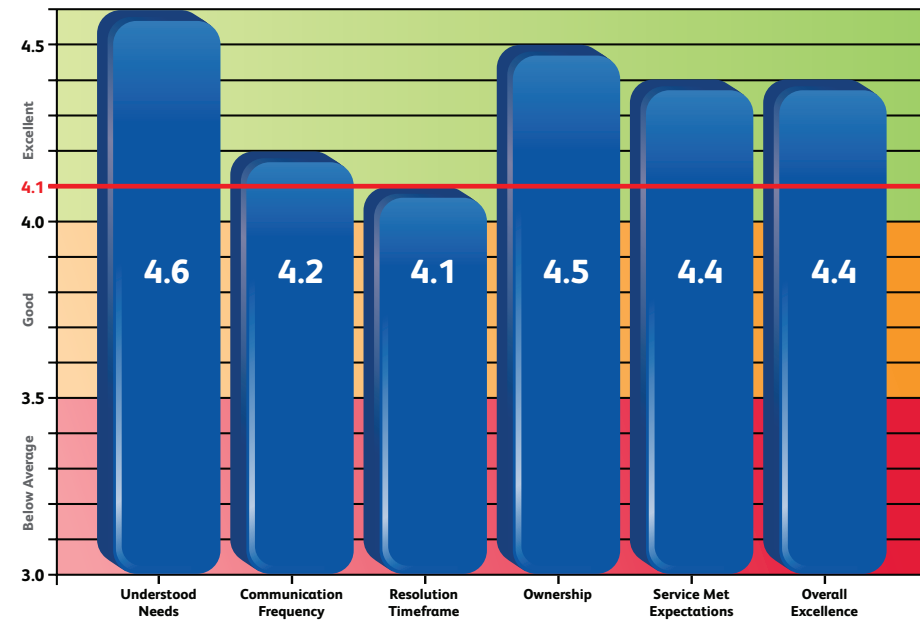
The evaluation of the scores are critical and allow 8el to benchmark improvement strategies. A score of 3.5 to 4 is 'good', but at 8el we aim to achieve higher; setting targets to exceed the industry standard measure for excellence of 4.1 or more in all disciplines measured.

Most importantly, our customers are aware that any score of 3 or less is deemed a 'failure' by 8el, and will invoke an immediate review to understand and rectify the dissatisfaction encountered to ensure a proactive 'lesson learned' approach for future customer satisfaction.



8el have consistently exceeded our expectations providing a high availability service with excellent support

Prodrive



Graph represents an average of the past 6 months and an average 6 month overall rating

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8el Enterprise Communications

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