Installing

Consulting

Patching

PSU

Monitoring

Project Management

Maintenance & Support

Service Review 2017

- **Excellent Customer Satisfaction**

- **Responsive SLA Performance**

- **ISO 9001:2015 Accreditation Achieved**

"Our migration to the latest ISO 9001 standard capped off a year of massive changes for the business, and it was excellent to see that we maintained high levels of quality service throughout.

Looking forward, 2018 will see us focus on our three-year ISO re-certification and working to ensure compliance with the new GDPR."

Nigel Davies
Technical Director

PSU®

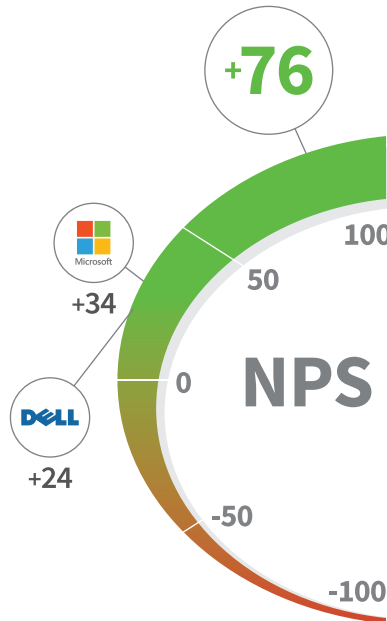call **0800 996 1646** | email **info@psu.co.uk** | visit **www.psu.co.uk**

Achieving Customer Satisfaction through Quality Service

Excellent Customer Satisfaction

We use a standard loyalty metric called Net Promoter Score to measure how our customers perceive us and our service – asking for feedback on every ticket.

As scores can go as low as -100, and +50 is seen as excellent, our **+76** is something we're really proud of, particularly when compared to other big names.

+76

Microsoft **+34**

DELL **+24**

100
50
0
-50
-100

NPS

Responsive SLA Performance
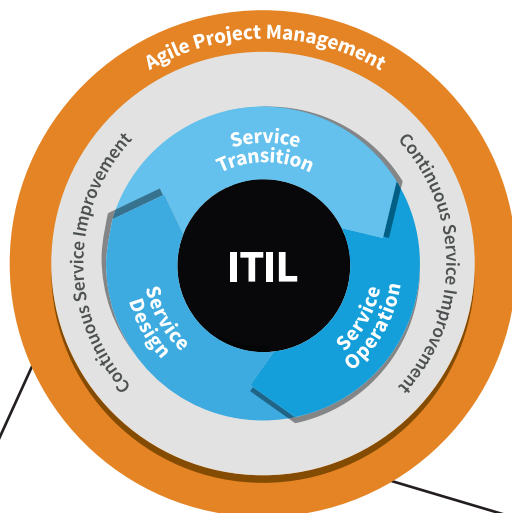
98%

100
50
0

SLA

Our teams keep a close eye on the performance of our Service Level Agreements to make sure we're delivering on **our promises** and, where we need to, improve processes across our IT, telecoms, mobile & connectivity services.

over
15,000
tickets handled in 2017

Continuous Improvement

Using ITIL best practice frameworks for service management helps us align our services with the needs of your business.

Agile Project Management

Service Transition

Continuous Service Improvement

ITIL

Service Design

Service Operation

Continuous Service Improvement

We adopted Agile methodology to speed up project delivery and improve customer satisfaction.

In 2017 our teams aligned closer to the frameworks, with **Service Design**, **Transition** and **Operation** divisions now striving for continuous improvement.

ISO 9001:2015 Achieved

We successfully migrated to the latest ISO 9001 Quality Management Systems standards.

13 **Key Processes Developed**
Linking our actions to potential risks and opportunities

bsi.
ISO 9001 Quality Management

Audited by the BSI, we're delighted to have achieved this advancement. ISO 9001:2015's scope now covers the whole of our business, compared to the smaller remit of the 2008 standard, so this has been a company-wide effort.

ISO 9001:2015 certified by BSI under certificate number FS28637. NPS source: npsbenchmarks.com (Dec 2017).

Joining the business in 2017, I spoke to many of our customers to understand how PSU could better support them, and developed a four-part strategy to take this forward. One customer commented that "PSU is the bar by which we measure all other suppliers" – this comment is now the bar by which we want to measure ourselves.

2017's service review shows that we're not only meeting our customers' high expectations, but also improving and enhancing our services in an ever-changing environment. With our teams continuing to deliver excellent customer satisfaction scores, our ongoing mission to further strengthen our customer relationships is well and truly on track.

Daniel Bridges
Director of Service and Operations

What our customers say

As a true ICT provider with integrated expertise across IT and telecoms, PSU are one of the few technology companies able to do everything we required.

With a well managed and efficient ICT infrastructure, we have the solid foundation we need to grow our business.

attivo group

Brilliant service as always.

If only all our service providers were so efficient.

KANES FOODS

Quick, helpful and resolved before I finished making a cup of tea.

Excellent service and communication.

RINGWAY JACOBS

From our first consultation with their business development team, it was evident that PSU really understood how to support and move our telecoms systems forward.

They've been providing us with great service ever since.

English National Ballet

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