

MSI's Superior Customer Service Promise

Understand Your Business

Listen carefully to what you say and what you want

Give Good Examples

Prior to performing, inform you what we will do

Help you understand what is going on and help you reach conclusions

Keep you sufficiently informed on progress

Document work activities well

Avoid confusing industry terms

Accessible and available as requested or advise quickly when available

Notify you promptly of changes in scope and seek approval

Keep to deadline promises and tell you in advance otherwise

You are as important as any other customer big or small

Show interest in your company beyond just the project

Helpful beyond the specifics of the project

Ensure for added Value each consulting effort

- Friendliness
- Helpfulness
- Good technical knowledge
(technical and service quality)
- Listeners
- Advocates
- Awareness of your unique needs
- Courtesy

From inquiry to engagement to beyond certification