

techtick



APPROVED MEMBER

SAMPLE CO LTD

Most suppliers claim to be client focused and have customer satisfaction as a primary objective; but less than 10% of organisations undertake the necessary research to check and improve their client performance.

Words are easy, techtick believe that what is important is evidence from other clients of their actual experiences. We use client research and our Approval Process to identify IT partners who achieve positive outcomes and experiences and are therefore leaders in their field. These partners are adding real value and reducing risks for their clients. The above Member has demonstrated their commitment to client satisfaction.

Research Highlights

- Clients noted that a particular strength for XXXX Ltd was keeping to agreed objectives, timelines and costings
- XXXX were rated highly for their communication & account management skills
- Project implementation & support was identified as providing a particularly positive experience
- Respondents were extremely confident of recommending XXXX to colleagues

“We require a **cost effective & quality** service. XXXX Ltd have supported us in providing an efficient and **professional service**”

Head of Procurement – Top 4 Bank

“We were **very impressed** by the service provided”

IT Support Manager – Global Logistics Organisation

“Excellent project **communication**” Partner – Top 25 Legal Practice

(techtick audited client research 2018)

Valid until 31st Dec 2018

Please see overleaf for important information

IMPROVING RESULTS
REDUCING RISKS

APPROVED SECTORS

techtick approve IT suppliers in specific sectors where they can demonstrate positive client outcomes and experiences. XXXX Ltd is approved for the following until 31st Dec 2018:



PARTNERSHIPS

XXXX's key partnerships include:

NOTE: The brand partnerships are not confirmed by techtick but advised by the member



APPROVAL PROCESS

The techtick approval process is based upon:

- ✓ techtick's client research survey, with a minimum of 5 separate responses required, plus
- ✓ for each additional technology & market sector a minimum of 3 additional responses are required for each approved specialism
- ✓ members must sign our Code of Ethics
- ✓ member organisations must confirm they have:
 - appropriate business insurance for the type & scale of work undertaken
 - a data protection and privacy policy
 - a defined complaints procedure with a specific named contact & contact details
 - traded for more than one year
- ✓ company & director checks

In addition to the above minimum criteria the following may, where available, be considered as part of the accreditation process:

- ✓ direct feedback to techtick via our members feedback process
- ✓ external qualifications held
- ✓ manufacturers accreditations
- ✓ other relevant scheme membership (eg ISO 9001)
- ✓ benchmarking scores against others
- ✓ Manufacturer & non-competitive stakeholder/ peer feedback
- ✓ Potential member organisations' submissions

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