

## WE'RE LISTENING

SPS aims to provide the best portfolio of unified communications (UC) products, services and expertise, to meet our clients' needs. Because SPS wants to provide clients with the best experience, every time, client satisfaction (CSAT) is very important to us. The SPS Client Satisfaction program is designed to:

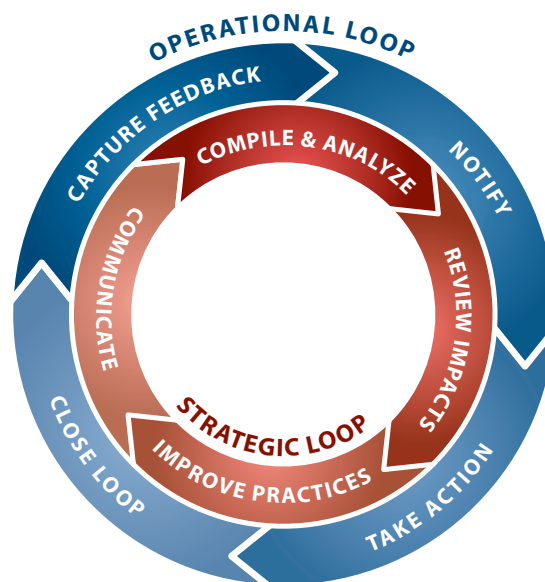
- / Measure client satisfaction across the portfolio.
- / Drive improvements in service delivery.
- / Keep the entire organization focused on delighting our clients.

Attention to CSAT is part of our corporate DNA, from executives to functional leaders and employees in the Sales, Service Delivery, Operations and Shared Services functions. Using a consistent methodology enables SPS to provide a closed-loop process, taking action when needed to remediate client concerns. Our CSAT process includes operational and strategic loops.

SPS works hard to delight every client. Project-related scores rated below 8 (out of 10) automatically trigger managerial review. SPS uses a consistent, process-based approach to rapidly isolate root causes and resolve issues, then adjust processes, roles and internal communication practices to ensure client satisfaction.

We want to build relationships with clients who will recommend SPS to their own business contacts, backing SPS with their own reputation. SPS uses the Net Promoter System (NPS) — an established metric embraced across industries worldwide to measure loyalty and willingness to provide referrals.

Our goal is to develop strong relationships with clients who rate themselves a '9' or '10' for their likelihood to recommend SPS. That's why every SPS employee is focused on client needs, and takes responsibility for the client's experience.



## DISCOVER a CLIENT-FOCUSED, STRATEGIC PARTNER

*for UC System Integration and Managed Services.*