

Communication and Team Work are the Keys to Success!

Our clients come first at RESolutionsTECH. We are actively listening to you and constantly searching for new ways to improve our efficiency and provide you with the highest quality of service possible.

Although we strive for excellence in everything we do, our organization truly believes that there is always room for progression, growth, and improvement. Relationships with our clients can never be too strong.

We aim to provide you with the **best possible service**, in a **timely manner**, with **guaranteed results**. We are committed to assisting not-for-profits, colleges, and universities utilize technology to generate income, reduce costs, and improve constituent relationships.

One aspect that sets RESolutionsTECH apart from the crowd is the **personal interaction** and **tailored support** that we offer our clients. As technology continues to rapidly change and evolve, we see opportunities to become even more personalized while simultaneously increasing our efficiency.

We're all about **establishing a partnership** and **working with our clients** so that they can best **communicate their needs** and **immediate priorities** to us. Whether it is a request for training, a data audit, database clean-up, or an immediate and critical technology issue, the means by which these requests are communicated can have a tremendous impact on the timeliness and accuracy of the solution that we provide.

Not only do we demand an unparalleled level of service from our staff, our clients have come to expect and depend on it as well. It is crucial to **establish** and **maintain clear lines of communication** between RESolutionsTECH staff and clients. There is a **"communication partnership"** that must be employed so that:

- ✓ The client can clearly and thoroughly communicate the request to us, and
- ✓ RESolutionsTECH can clearly and thoroughly communicate the solution back to the client.

This communication partnership benefits both us and our clients. Clients see improved and more efficient results, which lead to excellent value for their organization. At RESolutionsTECH, improved efficiency and client satisfaction results in renewal of business, referrals and testimonials, and new business opportunities.

Thus, this two-way communication partnership is mutually beneficial. There are several things that can be done to ensure that client requests are handled in a timely and efficient manner and that the solutions provided by RESolutionsTECH are clearly presented to best meet the client's needs.

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Our clients are given **access to a secure on-line environment referred to as 'The Portal'** through which requests and solutions are documented, updated and followed-up on. This ensures efficiency, accountability, and value.

In order for RESolutionsTECH to generate a thorough and accurate solution, the client should provide, as clearly and with as much detail as possible, the following information:

- ✓ **Subject:** A short, yet self-descriptive and meaningful title for the request.
- ✓ **Description:** A detailed description of the request. Sufficient detail provided by the client at the time of the request helps to eliminate the need for follow-up questions and clarifications.
- ✓ **Due Date:** The client should provide a realistic preferred date of completion, thus assisting us in the management of our daily priorities.
- ✓ **Contact Person:** The individual making the request on behalf of a client should provide a lead contact name for any follow-up questions or clarifications. This person from the client organization takes ownership of the request.
- ✓ **Request Type:** Whether it is a request for a training session, a data audit, data clean-up, data transfer/integration, or any technology-related questions, indicating the request type will ensure the task is delegated to the most appropriate RESolutionsTECH team member.
- ✓ **Priority:** While clients invariably perceive all of their requests as top priority, in order to maximize efficiency and value, it is important that a method of "Plan – Schedule – Implement" is introduced. This will ensure that tasks are not only completed in a timely manner, but also thoroughly and with 100% accuracy.

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Of course, there will be instances when requests are of an urgent nature, and due to the immediacy of the situation, other priorities may need to be shifted in order to complete the high-priority task.

The **request** should be as **clear** and **concise** as possible, and depending on the nature of the request; there may be additional information that the client can provide to ensure that the task is completed to the best of our abilities. For example, if the request involves a query, an export, a report or data integration, information such as inclusions/exclusions is needed to ensure that the solution provided contains **PRECISELY** the data the client requires. For technical issues or question examples, screen shots and supporting documentation can be extremely helpful. Clients can provide us with an outline or sketch of their ideal report, or actual real-time data from their system, with confidence that their data is safe and secure at all times.

At RESolutionsTECH, we too have the responsibility to **maintain open lines of communication, thoroughly outline the progress of our work**, and to provide complete solutions that fulfill the needs of all clients.

Once a request has been submitted, RESolutionsTECH will provide the client with:

- ✓ **An Action Track:** This will clearly define the steps required to complete the request. Each type of request has a pre-defined action track that outlines the typical steps required for completion.
- ✓ **A RESolutionsTECH Team Member:** Each request is delegated to a team member who becomes responsible for completing the task.
- ✓ **Expected Completion Timeframe:** This date is continually updated by the RESolutionsTECH team and communicated regularly to the client. It is based on the client's required date of completion and our knowledge and experience based on the requirements of the task.
- ✓ **Time Spent On Request:** RESolutionsTECH will provide a measure of how much time we have spent working towards the completion of the request. In this way, clients can easily assess the value of partnering with RESolutionsTECH.

RESolutionsTECH is further enhancing client relationships by implementing a constituent survey that outlines the needs and priorities of clients and staff.

Whenever possible, we also use **genuine client data** and **relevant, real-world examples**. Sample data is usually not able to accurately communicate requests or solutions.

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The goal of a **quick response time** benefits both the client and RESolutionsTECH, and is best acquired by working together and maintaining open lines of communication. By having all requests and solutions logged in **one centralized location**, we are ensuring that information is secure and able to be shared between the client and RESolutionsTECH team members. Requests are never mislaid, over-looked or left unfinished. The client can always check the progress to see what has been completed and what is still in progress. Clients can fully gauge our value and determine if expectations are being met.

It is vital that all RESolutionsTECH clients truly feel that our services are well worth the investment. We want you to get the most **"Bang For Your Buck"**.

On a daily basis, we strive to improve the efficiency and quality of our services. The **personal relationships** that we have established with our clients mean everything to us. Although we embrace a variety of new technologies, we will never forget our personal touches and will always follow up requests and solutions with a one-on-one phone call.

At RESolutionsTECH, we pride ourselves on not only working for our clients, but being a part of their team. By working closely with you, we can ensure that our services are of maximum value and benefit to your organization.

How we provide superior value to our clients and always strive to improve our services:

- ✓ **Integrity:** Conduct all our consulting services with the highest level of integrity and honesty at every stage of the client relationship, and in everything we do.
- ✓ **Compliance:** Stop, think, and ask! Adhere to standardized approaches and follow all legal rules and regulations.
- ✓ **Value Creation:** Create real long-term value via economic means by offering affordable consulting services with a proven track record. Our Total Support Package (<http://www.resolutionstech.com/tsp.php?page=tspdata>) offers clients the maximum value for their investment.
- ✓ **Principled Entrepreneurship:** Create value to RESolutionsTECH, employees, clients, and society. Working with charities who improve so many lives is a privilege and honour for our entire team. We find ourselves humbled by our clients' global spirit on a continual basis.
- ✓ **Customer Focus:** Anticipate and satisfy the needs of our clients with prompt response time and the highest quality of service. Our corporate goal is to always go above and beyond the clients' expectations.

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- ✓ **Knowledge:** Seek and utilize the most in-depth knowledge possible. We are Raiser's Edge Experts and have a deep understanding of our clients and their data. We love acquiring new knowledge because it allows us to improve our services to you!
- ✓ **Change:** Embrace change! Always look for new methods to replace old, out-dated procedures. Strive to be more efficient and utilize technology as a tool.
- ✓ **Humility:** Practice humility and intellectual honesty with clients, prospects and fellow team members at every stage and level of relationships.
- ✓ **Respect:** Dignity, honesty, respect, and sensitivity = teamwork
- ✓ **Fulfillment:** Produce results that create value; allow clients to reach their full potential!

RESolutionsTECH is always striving to not only meet, but exceed the aforementioned **Market-Based Management Guidelines**. These goals and guidelines are the core of everything we do. Your RESolutionsTECH team is here to work with you, make your life easier and do everything within our power to manage your technology needs as efficiently as possible.

We love assisting our clients in the areas of Measuring Results, Database Optimization, Internet Marketing, Communications Efficiency, Network Support, Software Implementation, and providing Support Systems. Strong communication during requests and solutions improves efficiency and accountability for all parties involved.

Together, as a team, we will use **technology** to **generate more revenue, reduce operating costs and improve constituent relationships**.

To get the most bang for your buck, contact us at sales@resolutionstech.com or **(866) 776-5414**.

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