

Quality Assurance Policy Statement

Customer Satisfaction is paramount to infrasup Ltd. continued business growth.

By encouraging feedback from existing, new and old customers, using surveys and complaint procedures, we regularly assess and review policies, to insure we maintain a consistent high level of customer care.

All customers are free to read our internal policies including terms and conditions of service.

Infrasup Ltd continually investigate new ways to improve the Quality System including staff training and awareness to give all interested parties a superior level of service:

- Attend supplier, Industry forums and promotional events, to review evolving products and Technologies.
- Create and Maintain customer and Pier forums to distribute information to the public domain.
- Subscribe and review trade Newsletters and Journals.
- Publish findings of new developments and standards in technology via press releases.
- Proactive monitoring of all remote server based products.
- Customers can request health checks and preventative maintenance to guarantee their Systems are working at Optimum efficiency.
- Continue to offer customers a highly efficient and professional work force, by providing fully trained staff and correct tools for them to perform their work.

From Information and Internet Security advances to Backup methodology or low emission I.T products, infrasup aim to give free impartial advice back to the community.

All information given publicly or individually to customers is researched independently and reviewed for its accuracy

Any customer complaints are recorded and acted upon in a timely manner. The customer will be regularly informed of their case progression and treated in professional and courteous manner. Details of each case are also stored for future Quality & Customer Care purposes. Where necessary, third party statements will be taken to give a full 360 degree review of disputes.

Any terms and conditions offered by infrasup are subject to change without notice but do not affect the customer's statutory rights.