

# Our Customer Service Charter



Software  
Command. Control. Inform.

## Core Purpose

To provide support and assistance to all customers for all 3tc Software products.

## Vision

To deliver service excellence to all clients regardless of product or location.

## Mission

To deliver a high quality responsive service and to continuously monitor and improve on that service.



## Values

### Customer Focus

**The customer will be central** to all that we do.

### Innovation

**Improve our service** by constantly seeking innovative ways to do so.

### Team Focus

**Deliver service excellence to all**, customers and colleagues alike by working together as a team within Client Services and within the 3tc Software team.

### Commitment

**We will be committed** in all that we do.

## Behaviours

### Ethical Practices

**To be open and honest** in all interactions both with customers and within 3tc Software.

### Quality

**Maintain our ISO certificates** through commitment to continuous review and improvement.

### Service

**Implement transparent SLAs** by maintaining and enhancing our client focussed approach.

### Positive Social Impact

**We will support our clients** commitment to making a positive social impact.