

## Our Promise

At Side by Side IT, there is absolutely nothing more important than our relationship with our clients and we'll work hard to earn your business every day. We know your small business relies on our dependability and high quality and we promise to deliver the quality you expect.



As a Side by Side IT client, you can expect us to honor these promises:

### **Honesty:**

Side by Side IT pledges to be honest and forthright in all our client dealings to foster an ongoing relationship of mutual trust and respect. To do this, we will do the following:

- ✓ We will give clients accurate estimates, so you know up front what a project is going to cost prior to committing to the implementation.
- ✓ We will always communicate up front about any and all costs involved in your service with Side by Side IT. There will never be any surprises or hidden charges.
- ✓ We will deliver regular and accurate status reports for all projects and tickets being worked on.

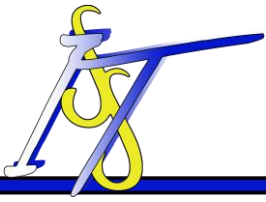
### **Integrity:**

- ✓ We will always be accountable to our clients by accepting responsibility for our decisions and actions.
- ✓ We will never sell you something you don't need just to make money. We will always work to provide the most cost-effective solution for your small business, even if that means referring you to another vendor.
- ✓ We will make every effort to keep you informed about possible future complications before they become a problem.

### **Communication:**

Good communication is paramount for a healthy client relationship. Communication must flow both ways, so we will always strive to **LISTEN, LEARN, and INFORM.**

- ✓ We will listen to your small business requirements and challenges. Then after our



recommendations, we'll offer a cost-effective solution and implement the plan.

- ✓ We will proactively inform you of any upcoming changes to your service or other needs to keep your small business technology running smoothly.

### **Commitment:**

We will demonstrate a strong commitment to our clients in the following ways:

- ✓ We will reciprocate tenfold the commitment you have made to us as your IT service provider and we will consistently strive to exceed your expectations.
- ✓ We will work to continually improve your small business efficiency. The more we know about your small business, the easier it becomes to support you.
- ✓ We will always do whatever it takes to keep our clients happy.

### **Results:**

We will strive to deliver timely results by:

- ✓ Listening carefully to your needs, guiding you during the process, developing a reasonable project timeline, and executing the plan.
- ✓ We will use our collaboration to ensure we have timely outcomes.
- ✓ We will consistently deliver high values and ROI on time as promised.

### **Service Provider:**

Side by Side IT

By: \_\_\_\_\_

Date: \_\_\_\_\_

Don Sides

Owner