

ULCC Customer Charter

www.ulcc.ac.uk

Our commitment to providing a high quality in-sector service

ULCC is a unique organisation; we are part of the education sector, sharing its values and understanding its culture. We are focused exclusively on education, and dedicated to the success of your students and academics. Our principal consideration is to add value to you, through the expertise and experience of our staff, and through the opportunities that arise by virtue of our 45 year heritage, which gives a role to share amongst you and to work on your behalf with other suppliers. Wherever we can we aim to address the problems you face and the opportunities we believe will benefit you. We will constantly strive to deliver better and more cost-effective services.

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We are committed to providing excellent customer service. Our staff are our most important asset and have the opportunity to make a positive difference to your service. At all times, we expect our staff to respond to you in an efficient and courteous manner. We expect them to carry out their duties in a professional manner and to make every effort to deal quickly and effectively with customer problems. We are all aware that without you, our customers, we do not have a business.

Standards

In setting the standards outlined in the Charter, we give you, as well as ourselves, the means to judge our performance.

ULCC are committed to formally agreeing an SLA for incident response and resolution time with every customer before the end of the 2013/4 academic year.

We aim to provide our Infrastructure services in such a way that they are available 24 hours per day, 365 (or 366) days a year on a "24*7*365" basis, with at least 99.7% availability as measured from the edge of the ULCC network.

ULCC are committed to formally agreeing service availability and performance with every customer before the end of the 2013/4 academic year.

Keeping You Informed

We aim to communicate with you on a regular basis, keeping you informed of internal developments, changes to existing services, introduction of new services and strategic partnerships.

In addition to our Twitter feed there is a fortnightly Blog together with a bi-monthly Customer Newsletter. Each term we will hold two User Groups, one each for HE and FE. On an as needed basis there will also be Briefings and Focus Groups.

Meeting Your Needs

The Age of Austerity together with the various reforms of Education mean that the only certainty is change. Be it the consolidation of institutions resulting in scale issues or statutory changes to reporting requirements which need a fast solution.

We see it as part of our charter to support and enable, through the community of which we are a part, effective responses to these challenges.

ULCC are committed to:

- Sharing our developments for the community to extend
- Incorporating sustainable customer developments
- Providing breadth and depth of support
- Multiple product releases per year
- Automated service reporting
- Annual site health check

What Happens When Things Go Wrong?

All our people involved in providing your service will do their best to ensure that the service meets and, we hope, surpasses expectations and the ULCC formal standards. We realise, however, that things do occasionally go wrong. When they do we will do our best to put things right and there is a multi-level escalation path for deploying resources in pursuit of a fix.

Most importantly we promise to always treat all our customers with care and respect.