

CAPITA



A simple promise:
when you need us,
we'll be here for **You**.



Here for **You**



Hello

Welcome to Capita IT Services.

Our promise to you is that we'll be there when you need us. That is what working with Capita IT Services is all about.

I believe in treating our employees as family and our customers as royalty. If we can do that, we have a winning formula. For you and our relationship.

Often, innovation promises the moon and ends up costing the earth. At Capita, we advocate a different approach. It's not about us, or our products or services, it's about doing the right thing by you: we want to earn your trust and be the one partner you can count on every time.

I'm always here to listen to you and see how we can better serve you. So please feel free to share any of your experiences – good or bad – directly with me.

Joe Hemming
Executive Officer
IT Services

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Here for You

Getting to know you

Investing time with you is a win-win situation. The more we understand you, the more **inventive and innovative** we can be in the solutions we deliver.

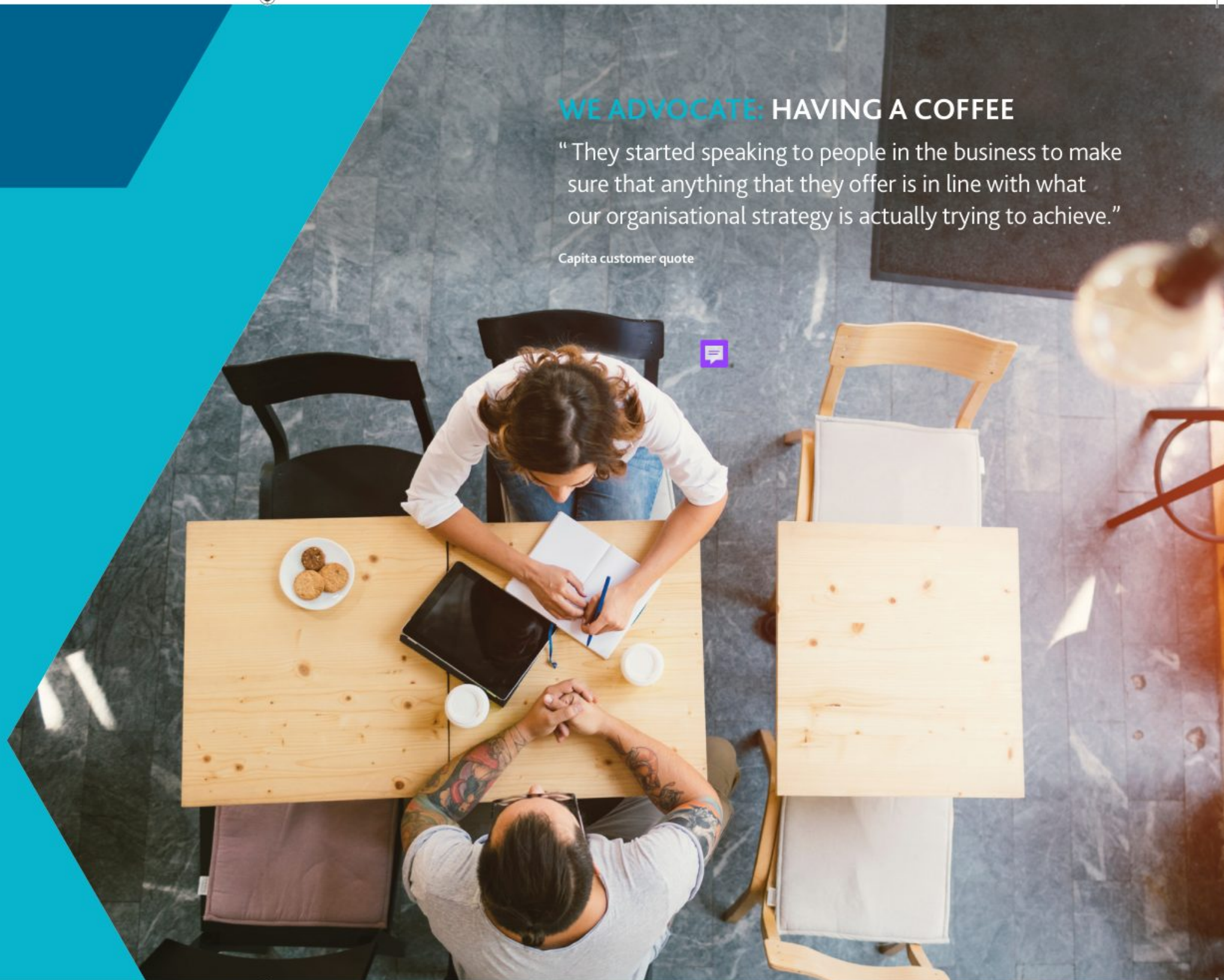
So whether it's working silently in the background or hands on as part of the team, we'll be there, building relationships and **constantly learning** how your organisation works.

We want you to think of us as your **local partner**. Capita has over a thousand specialist engineers located across the UK so when you need us, no matter where you are, we'll be there.

WE ADVOCATE: HAVING A COFFEE

"They started speaking to people in the business to make sure that anything that they offer is in line with what our organisational strategy is actually trying to achieve."

Capita customer quote





Bringing visible value

We take the time to learn about your customers, your people and your organisation so that we can deliver **what is of value to you**. It's about context, about finding real solutions so you get long-term value from your investment.

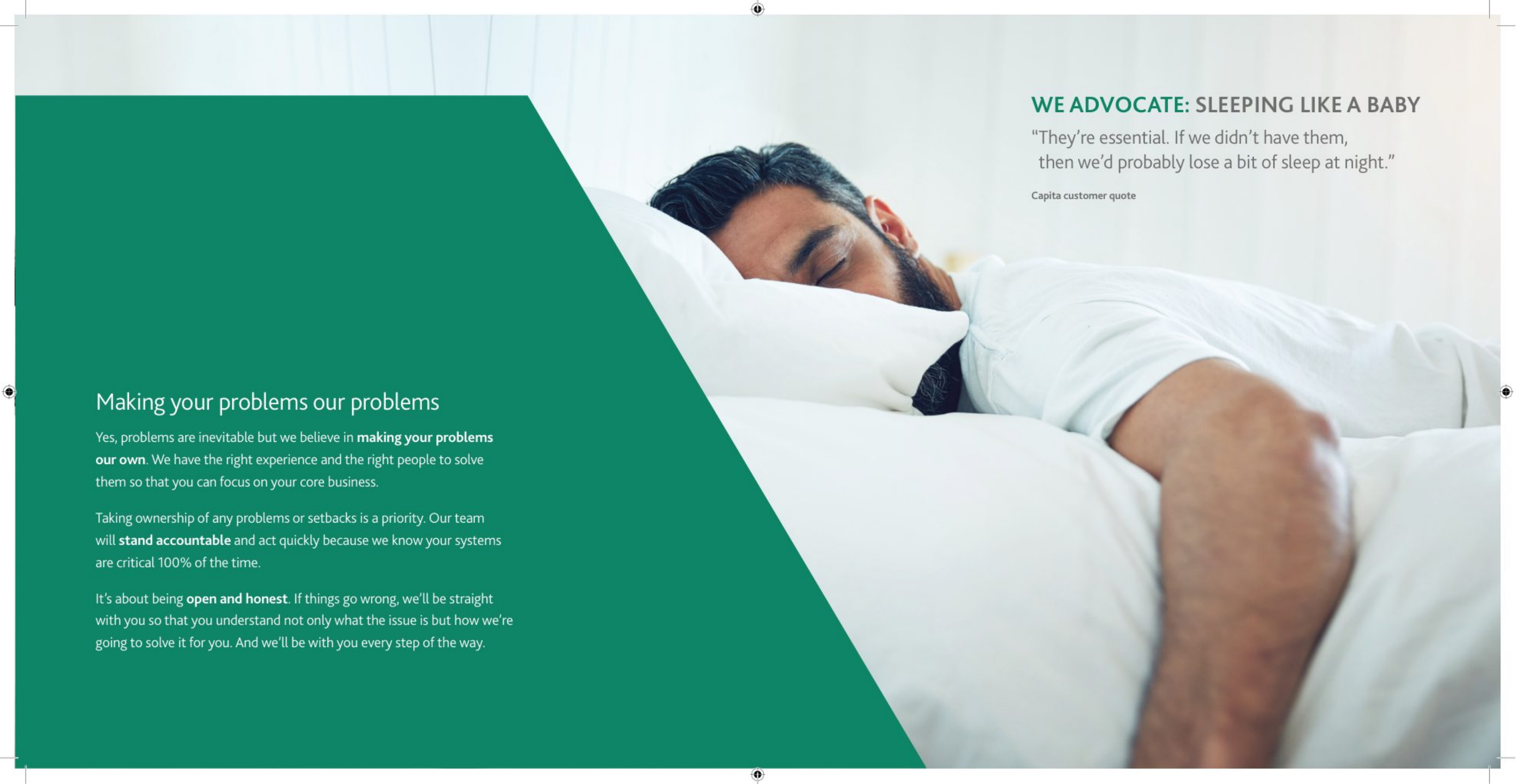
For us, that value is more than just providing technology and cost savings. When you choose to work with us, you gain access to our **breadth of experience** and the wider capabilities of Capita.

And it doesn't stop there. We have deep relationships with every major IT vendor in the world, and we work closely with their technical teams and resources. Resources that are now **at your disposal**.

WE ADVOCATE: PARACHUTES

"They'll parachute someone in fairly quickly, usually at minutes' or hours' notice."

Capita customer quote



Making your problems our problems

Yes, problems are inevitable but we believe in **making your problems our own**. We have the right experience and the right people to solve them so that you can focus on your core business.

Taking ownership of any problems or setbacks is a priority. Our team will **stand accountable** and act quickly because we know your systems are critical 100% of the time.

It's about being **open and honest**. If things go wrong, we'll be straight with you so that you understand not only what the issue is but how we're going to solve it for you. And we'll be with you every step of the way.

WE ADVOCATE: SLEEPING LIKE A BABY

"They're essential. If we didn't have them, then we'd probably lose a bit of sleep at night."

Capita customer quote

Having your back

We want you to feel that, no matter what, we will always have your back.

Being **here for you**, and working with you, means so much more than just meeting pre-agreed targets and SLAs. It's about going above and beyond to get your job done every time, no matter what.

We want you to know you are **being looked after**; that's why our people are the best in their field – highly trained, highly experienced and on hand to listen and help you.

We want to earn your trust, and that is why we always do what we say we will do. We know that we're only as good as our last meeting and that drives us to **deliver excellence every day**.

WE ADVOCATE: BEING LOOKED AFTER

"You start to feel that you're their only customer, so you get that warm, fuzzy feeling that you know you're being looked after."

Capita customer quote

Being brilliant at the basics

Answering your calls, always getting back to you, **doing what we say we're going to do**, never overpromising and under-delivering... these are the basics. And this is the minimum level of service that you can expect when you work with us.

We pay **attention to your results**. And, if a problem does arise, we'll work around the clock until it's solved.

We want you to be confident in the **exceptional service** that we deliver. We don't believe in proving technology for technology's sake. Instead, we'll deliver **creative and resourceful** solutions that fit your business needs.

WE ADVOCATE: SUBMARINES

"They're like a submarine... they remain submerged in your organisation, doing what they do without you actually knowing that they're there."

Capita customer quote





Here for You

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