

Solidarity IT

4 Allhallows Court
Exeter, Devon EX4 3BJ
United Kingdom

Phone: 01392 984873

At Solidarity IT, we understand the importance of listening to the customer. Before any work is undertaken, we talk with you to make sure that we are providing what you need to achieve your goals. First impressions are important in creating the trust required to work together. This is where friendliness and the ability to listen are vital in enabling us to give advice and support that are appropriate and relevant to the client and to avoid using too many technical terms or causing an information overload. We don't just pay lip service to customer service; we want our clients to come away feeling that we listened to them and met their needs fully, rather than adequately. This is why you'll speak directly to us, rather than a call centre, so leave a message if you don't get through right away. This approach has ensured that customers reliably describe us as friendly, helpful, efficient and professional. The technical knowledge and training we have acquired during our professional lives has taught us that one size does not fit all. We listen to your needs, and use our expertise to figure out the ideal solution to your problem, fulfilling your individual needs. Solidarity IT services are highly customisable. The training we offer is designed to be flexible and the pace and delivery methods can be varied to suit the learning style of the individual. We know we can always be better and do better and so we constantly strive to improve our knowledge, skills, and practices. We will advise others on good practices and how to follow regulations and ensure the safety of their customers.

Brand Grade: Grade One

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