



JAM-TEK Solutions Limited

Quality Policy

INTRODUCTION

The Ethos of JAM-TEK Solutions is to ensure quality underlies everything we do. This ethos guides our actions to deliver products and services that are safe, compliant and fit for purpose. our commitment is to never compromise on the safety, compliance and quality of our products and services.

OUR BUSINESS

We are an IT Service Provider within the east of England, we provide IT services for medium to large organisations. We specialise in providing IT Communications, Infrastructure, Software Services and Consultancy.

OUR COMITMENT

Quality is the foundation of the services and products we deliver and is fully embedded into the ethos of our company. We pride ourselves on our ability to deliver and we use our extensive customer base as a measure of the quality we provide. The quality of our services is delivered through our support framework. All employees are trained to deliver our services utilising our support framework.

JAM-TEK SUPPORT FRAMEWORK

For JAM-TEK the quality of our service is at the heart of what we do. JAM-TEK operates under best practice Guidelines – ITSM (IT Service management). ITSM allows us to provide a strategic approach in delivering, designing, managing, and improving the way businesses use IT.

Our Helpdesk system ensures all issues are captured and it allows us to proactively identify potential problems before they occur. We constantly measure the service we deliver to ensure we continually improve; our monthly reporting ensures we are actively delivering against our own KPI's and service level expectations. Our KPI's and service levels can be tailored to each individual client.

COMMUNICATION

At JAM-TEK we are a team, Communication is key to the delivery of our service. Our technical support documentation is available to all members of staff from our web designers to our on-site engineers. Ensuring whoever you communicate with, will have the knowledge to support your enquiry.

All members of our team are contactable from our technicians to our directors.

Our communication does not stop there – as part of our commitment to ITSM we fully endorse the IT Service Lifecycle.

The service we provide does not stop when a client wishes to leave us, our products and support contracts are classed as a service. Each service has a life cycle which should include a Start, Middle and an End. As part of this commitment, we will;

- Assist in any transition of service to a new supplier.
- Supply any information required back to the client.
- Ensure communication lines are always left open.

Not only is this approach the right thing to do we hope our customers feel they have the freedom to choose the correct services for their business strategy.

REMOTE SUPPORT

We use industry leading remote management software – This allows us to actively support our clients safe in the knowledge their data is secure. Audit logs are securely stored to ensure we accountable.

SOFTWARE AND HARDWARE

Any devices, software or services we recommend will have been tested against the equivalent alternatives in the market, and will have been chosen because:

- We have found them to be superior in quality and application.
- We can confidently install, set up and support them if required.
- We are confident they will improve your business.

We always try to ensure our supply chains are fit for purpose – not only in terms of quality but also in terms of corporate governance.

SECURITY

Security has become its own sector within IT – We will only work with regulated and compliant providers – We take government guidance on services available to the UK market.

With today's Cyber threats ever increasing, organisations need to ensure the correct strategies are in place. We can no longer rely on preventative measures alone.

We can provide advice on security policies/strategies to adopt, and the relevant technologies to use when securing your network. This covers servers, desktop PCs, mobile devices, cloud and backup services.

We can not be responsible for your security, but we will advise and configure security products to match your organisations security policies.

A handwritten signature in black ink, appearing to read 'Mark Parish', written over a light blue horizontal line.

Signed by Mark Parish (Company Director)

Mark Parish

Company Director

JAM-TEK Solutions Limited

29th March 2022