

## **SERVICE MANAGEMENT POLICY**

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Getronics specialises in the provision of IT Managed Services that can be performed at our own premises or directly at customer locations.

The managed services provided to our customers are delivered with the commitment to fulfilling service requirements and against the following objectives:

- Provide the governance and framework to assure quality of service
- Build relationships with customers (internal and external)
- Manage the costs for Service Delivery (P&L Accountability)
- Identify new business improvement opportunities for evaluation
- Measure the quality of service (SLA) to promote customer satisfaction
- Initiate service improvements to address identified issues.

In order to fulfil these objectives, and to provide the level of control and traceability necessary to demonstrate compliance with recognised processes, it is the policy of the organisation to maintain an efficient and effective Service Management System (SMS) based upon the requirements of the ISO/IEC 20000 IT Service Management Systems Standard.

This Policy and the SMS are regularly reviewed and where necessary revised to fulfil a commitment to continual improvement.