



OUR 12 IT CONSULTING SERVICE VALUES

We pledge these consulting service values to all of our customers:

1. We approach every consulting opportunity with the goal of providing more value to our customer than what they expect.
2. We invest a substantial amount of knowledge, experience, and wisdom into each engagement. We create measurable results in the form of increased productivity, effectiveness, and efficiencies for our customers' organizations.
3. We do not promote proprietary consulting methodologies. All of our consulting services are based on industry best practices. As the world's best practices and industry standards mature, so do ours.
4. We do not over-extend our resources or over-state our capabilities. If there is something we cannot do, we professionally voice that fact to our customer.
5. We do not position ourselves outside our customer's control. We are an extension of our customer's organization. We partner with our customers. We are part of the team, and we respectfully ask for a seat at the table.
6. We help our customer determine our roles and goals with each engagement. We adhere to the direction we are given.
7. We perform consulting services from a "360-degree solution engineering" perspective, which creates solutions architected from a vantage point of unmatched clarity.
8. We easily scale to the opportunity. Our processes are based on the best practices that the world has to offer. They allow us to scale our efforts easily to fit each customer's unique needs and resource requirements.
9. We craft, instill, teach, and preserve customer engagement practices that stem from an organizational culture forged from the adherence to business ethics, respect, integrity, and positive communication guidelines.
10. We guarantee satisfaction regardless of the consulting role (strategist, project manager, architect, analyst, engineer, teacher, documentation specialist, or staff augmentation technologist). We have over twenty years of experience satisfying our customers' expectations.
11. We want feedback. We ask to be graded.
12. We treat every opportunity equally. New clients and existing customers are never taken for granted. We meet all commitments. Our goal is 100% customer satisfaction.