“Our mission is to continually exceed the expectations of our clients by delivering the best of breed products through award winning service. We will deliver this first time, every time.”
Since our formation in 2001, Prism Total IT Solutions has established itself as a forerunner in outsourced IT solutions, both in the local community and across the UK. Our brand has become synonymous with high quality, trusted advice and excellence in client care.

From its humble beginnings we now offer our services nationwide to in excess of 3000 end users, from multiple geographic locations, and can provide onsite service to our clients anywhere in the UK within 4 hours.

Our achievements have been recognised in multiple awards wins and our activities and opinions regularly printed in highly regarded publications.

The success of the company can be attributed to a number of factors, but by far the most important are the people who have worked so hard to make what was once a dream a reality, many of whom are still with us today. Their commitment, dedication and outright determination to ensure the success of the company has without doubt been a key factor in our success.

As our company grows, we need to continually reinforce our core values so that our original messages remain visible throughout the business, and we all understand what we are trying to achieve, we have summarised the key principles and objectives within this booklet.
Our Culture

As a company we work as a team with each member playing to their strengths, but we also recognise entrepreneurial spirit and encourage individual achievement. We all have a part to play, and the actions of one do make a difference to all.

We believe in being positive about the work that we do and each of us has a responsibility to motivate others, and maintain an environment where everybody feels that their contribution is worthwhile and matters.

We believe in the continual growth of our company. We all have a responsibility to avoid waste and unnecessary expenditure.

If we have an idea or a suggestion for improvement we share it with others.

Communication

Communication is key to our service delivery, whether internal or external and ensuring our communication is clear, concise, and delivered using the appropriate medium will make sure our clients feel at ease and informed.

The principles of our communication policy are

- We should always be courteous and friendly.
- We should always respond in a timely fashion, and when we are unavailable ensure that others can respond on our behalf.
- We should always seek to understand exactly what the client requires, especially if they do not express themselves in the way we would like or are used to.
- When writing to people we write in a friendly and open style, avoiding unnecessary jargon.
- We never use slang.
- When responding to a question, we will always try to offer a solution.
- If we say we will do something then we will, we will always honour our promises.
“640K ought to be enough for anybody”
Thomas Watson

Chairman of IBM, 1943

“I think there is a world market for maybe five computers”
Telephone

We don’t view the telephone as an interruption; if it rings we answer it in a timely, courteous and friendly manner.

We do not transfer clients to voicemails without asking if that is what they would like to happen.

If somebody leaves a message for us then we commit to returning the call within 24 hours, and the same day if possible.

In all of our telephone dealings our focus must be on listening to the client, and truly understand what they are looking to achieve, within what timescales and any constraints they have.

Whilst our clients probably know what they want, they may not express themselves in a way we would like, sometimes they will not be familiar with the way we work and it is our job to explain this to them.

We are never aggressive or flippant in our conversations, if somebody hasn’t understood what we have said, we try again.

If we are unsure that our message has been understood, we should confirm this in writing.

We will always ask “Is there anything else I can help you with today?”

Email

We treat email with exactly the same respect as a written letter and ensure this is free from spelling mistakes.

We avoid slang and do not copy people in unnecessarily.

We ensure emails are acknowledged in a timely fashion, and always make use of our out of office function as required.

We will always include alternative contact details on our outgoing email.
Our ‘can do’ attitude extends beyond the service we deliver to our clients, and as a caring company we take our responsibility to our community and those less fortunate to ourselves very seriously.

Our adopted charity, Friends For Leisure, regularly benefit from the services that we deliver to them on a daily basis and have been the beneficiary of fund raising events that have been supported by our company.
“The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking”
Our world is a fragile place, and although our business does not have a high Carbon footprint we all have our part to play.

Turning off lights, heating and equipment when not in use, not performing unnecessary journeys and recycling all possible office waste is a commitment that we will all make.

Our WEEE recycling business Prism Disposal successfully diverted over 15 tons of electrical waste from landfill in its first 2 years of trading, and has provided hundreds of working PC's for use inside charitable organisations.
In Summary

Our company values can be expressed in many different ways, and the personality of the individual has a big part to play in this. Below are a few key sentences that sum-up what we are all about and what we can expect from each other.

- Our clients are the lifeblood of our company and each one is important.
- Everybody in our company will know our mission statement and be familiar with this booklet.
- Our attitude will always be positive, ‘can do’ and helpful at every level of our company.
- We are all ambassadors of our company and must act as such.
- A small enquiry represents the same opportunity to impress as a large one.
- If we see a better way of doing something we will make that change, or inform the person who is best positioned to make that change.
- We will always try to find a solution for the problem, even if it is not necessarily our job.
- We will always be respectful to our clients, no matter how stressful the situation.
- Our clients have a range of IT skills and we must adapt our advice accordingly.
- Managers and Directors are always available to speak with any client who requests it.