

ETHOS of INDESERVE

CHALLENGING

“Is IndeServe challenging the status quo?”

A few examples may better illustrate that we are and always have challenged the usual.

1. IndeServe was the 1st nationwide service provider in the country.
2. IndeServe was the 1st combined electrical and telecommunications services company in the country.
3. IndeServe was the 1st service company to commoditise service and put menu pricing on the Internet.
4. IndeServe was the 1st company to be accepted as a service provider to GoProcure.
5. IndeServe is unique in offering an E Services Suite of software applications.

We have a new series of Service Plans; built around our E Service Suite of software modules configured for specific customer requirements. These requirements were developed in conjunction with our customers and after researching the USA and other overseas markets for the latest available service products. IndeServe is the 1st company to offer a full range of Service Plans for all businesses in New Zealand. The company has been built on the foundation of continuous change and challenging the status quo and we will continue to be innovative in everything we do. We feel absolutely in sync with the technical services market and look forward to working together to create New Zealand's best customer service experience for our customers – minimising churn and maximising market share.

PASSIONATE

“Is IndeServe passionate about the service industry and customer services?”

Our passion for excellence in customer service is boundless. It is conveyed in our literature through such statements as: “Excellence in Leading Edge Technology”, “Managing Services in Real-Time with Total Control” and Integrated Service Plans that takes us beyond solving the service delivery dilemma to using the latest E Service Suite of software applications combined with new service processes to help businesses more efficiently manage assets. Passion comes from an interest in listening to customers and taking an interest in the industry. IndeServe listened to the market and took the view in 1996 that the Internet would be a valuable tool to improve business-to-business transactions. As a consequence we undertook to using the web in everything we do. The results are below:

- Our 1st brochure web site was in 1996
- In 1998 we launched our 1st “transactional” web site
- We put up our 1st E Serve web site in 2000
- We were the 1st to offer a “Service Portal” in 2002
- ‘ServicePoint’ launch in 2004
- ‘Meteor’ launched in 2005

You only take the risk of being a market leader and stepping outside the normal if you are passionate about your customers, business and industry. We have a history of bringing leading edge innovations to the service industry - consistently.

CAN DO ATTITUDE

“Does IndeServe have a can do attitude?”

We have been told by 2 large companies that merged - IndeServe was one of the few companies that actually asked how we could help. As a consequence, we hired a number of the redundant staff and at the time had no guarantee of on-going work. We also put up our hand and said we are happy to do anything required to assist in the transition. We made commitments to staff and others on behalf of the surviving company that were based on verbal comments only, because we understood the situation was difficult and the work for customers still needed to continue. We think this is a clear demonstration of our can do attitude and preparedness to work together with customers to solve problems or overcome diversity.