

Enterprise Services: Customer Commitment

Openness, Integrity, Collaboration, Respect, Excellence, Innovation

Our Commitment to Customers			
What you need.	How you need it.	When you need it.	How we listen.
We commit to:			
<i>Providing solutions and services to help meet your business needs.</i>	<i>Providing solutions and services in a format that best meets your need.</i>	<i>Providing timely business solutions, services and support.</i>	<i>Providing opportunities for you to help us improve.</i>
To achieve this, we will:			
<ul style="list-style-type: none"> • Understand business requirements and match our products and/or services to help fulfill your needs. • Provide complete, accurate and consistent information about our products and services. • Enhance the effectiveness, efficiency and/or quality of your DES products and services. 	<ul style="list-style-type: none"> • Help identify needs and support you through the process. • Provide complete, accurate, and consistent product and service delivery information. • Find innovative ways to deliver products and services to eliminate waste, improve efficiency, and make the process more convenient for you. 	<ul style="list-style-type: none"> • Clearly communicate our contact information and hours of availability. • Keep you informed with regular updates. • Align our service schedules and product availability to your known seasonal demands for service. 	<ul style="list-style-type: none"> • Acknowledge and treat you with respect. • Actively pursue your feedback to assure a quality experience.