

# We're in this together. Meet our Success Agreement.



## Success Agreement

### What is the Success Agreement?

With the sharp rise in hybrid working, the need for digital transformation has never been so important. But many organisations have been faced with poor connectivity, a lack of security and technology that doesn't meet their transformation goals.

The Success Agreement is a whole new way of working that puts your organisation's goals at the heart of our relationship. We think you should expect more, so we're going above and beyond the standard SLAs by making a unique commitment to your success, built on partnership and flexibility.

### How you'll benefit – our commitments to you

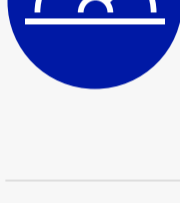
#### Commitment to your success



#### A bespoke agreement guided by a joint C-Suite Success Board

We are so confident our services will help you achieve your business goals, that if they don't, you will have access to our C-Suite leaders via a Success Board and receive a reduction in your relevant monthly service charges. This Success Board will step in when success isn't being realised and work with you to agree a plan of action.

#### Commitment to reducing the cost of change



#### Flexibility

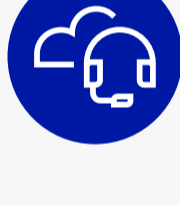
In addition to the Success Agreement, we will flex your service agreement terms to provide for a 15% change allowance. This means you can concentrate on evolving your business, and not worry about what happens if things change.

#### Commitment to more flexibility



#### Reduced dual running costs

Dual running costs as you move between suppliers can get very expensive very quickly. So we won't charge you for the first three months service charges, allowing you to concentrate on growing your business.<sup>1</sup>



#### Next-level service

We'll take care of the details and make sure everything about our agreement is geared towards your success. We're not just here to make sure things run smoothly; we're here to make sure your organisation is better off with us as a partner. You should expect more from your IT solutions provider. And it starts here.

### How does the commitment to your success work?



### Why now?

Now's the time to make sure your connectivity is more reliable and secure than it's ever been before. So you can support a hybrid working approach for your people.

**88%**

of employees worked mostly in the office (pre-pandemic)<sup>2</sup>

**61%**

of employees feel remote working should be the new default<sup>2</sup>

**96%**

say they would be as, or more, productive if they could work in their preferred way<sup>2</sup>

Want to know more?

Talk to your Account Manager  
Or call us today on 0800 955 5590

