

An abstract graphic consisting of a wave-like shape. The left side is composed of many small, overlapping, semi-transparent blue and green polygons, creating a textured, crystalline appearance. This transitions into a smooth, flowing, semi-transparent blue and green ribbon that curves upwards and to the right, ending in a more complex, multi-layered wave structure.

INTERGRID

A further
introduction

Code Of Conduct



"Intergrid a service integrator for complex and critical infrastructures & organizations."

As an **independent service integrator**, Intergrid provides services in the areas of IT, OT, IoT, Security, Infrastructure and Business issues. The power of Intergrid is characterized by its independence, expertise and professionalism.

Behavioral principles Intergrid

Our commitment to our customers:

- We know you and your business
- We care for you
- We act as one
- We always go the extra mile





We understand you.....

- We understand the impact of IT on your business
- We know your business critical applications/systems and support those in a professional way and with priority (according to the SLA agreements)
- We translate your business objectives into (IT) solutions
- We gain insights in your needs regularly
- We develop services according to your needs and agreed Intergrid principles (for example security, etc.)
- When you contact us we know what interactions you had before with Intergrid and will refer to that when appropriate
- We speak your language, when you are not an IT professional, we don't communicate in IT jargon.

**What it is:**

- Be flexible when needed
- Spend time with customers (colleagues)
- Involve customers (colleagues) in the process of defining services.
- Fix internal disagreements before talking to customers
- Having a clear understanding of roles and responsibilities
- Try to prevent escalations.
- Doing everything you do with a personal touch
- Be clear on what we don't do.

What it is not:

- Give our customers the feeling we have no idea who they are when they call us
- Develop services our business colleagues don't want or need
- Share technical information our customers didn't ask for.
- Give no answer and leave our customers in the dark when we don't immediately have a solution or answer
- Watch our smartphones or processing email during conversations or meetings
- Waiting for the customer to contact us for a process update



Intergrid as a bridge....

- We listen to you and demonstrate empathy
- We communicate in a friendly way and answer with a smile
- We connect with you on a personal level; we don't get to business straight away (only when you want to)
- We are upright and straight, we will provide you with a fair answer even when it's not positive
- We manage your expectations
- We pay attention to our customer during meetings
- The '24 hour rule' for mails and phone calls towards customers applies to all of us; meaning we all reply to our mails/ phone calls of customers within 24 hours.*
- We give process updates regularly
- We are only pleased if you are.

Focus to the customer....

- We feel responsible for the entire Intergrid customer experience and not only for our job
- We are always one step ahead
- We will provide the customer (our business colleagues) with the latest IT solutions so they will be ahead of their competitors
- We think outside the box with the Intergrid scope and way of working in mind
- We are flexible
- We are real problem solvers
- We act proactive.



Extra Mile....

- We feel responsible for the entire Intergrid customer experience and not only for our job
- We are always one step ahead
- We will provide the customer (our business colleagues) with the latest IT solutions so they will be ahead of their competitors
- We think outside the box with the Intergrid scope and way of working in mind
- We are flexible whenever this is possible
- We are real problem solvers
- We act proactive



What it is:

- Fix internal disagreements before talking to customers
- Having a clear understanding of roles and responsibilities
- Try to prevent escalations.
- Always try to find a solution for the customer's problem
- When possible we provide extra service to surprise our customer (like a written note).

What it is not:

- Sit and wait for the customer to come to us
- Making small things really big.
- One colleague says one thing while the other does the other
- By pass processes just because you don't like them
- Doing things for a customer when a colleague agreed to don't do this



We lighting your Business.....



contact us

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