

Our promise to you



We will provide products that add value to your business:

- We will focus on your requirements
- We will only propose solutions based on your requirements
- We will be both reliable and transparent in the delivery of these solutions



We will act quickly to resolve any service issues:

- We understand the impact caused by service issues
- We will take ownership of your issue and will always keep you updated and informed
- We will make every effort available to offer a swift resolution



We are committed to service excellence:

- We understand that our customers and staff are our key assets
- We are dedicated to the continual improvement of our services
- We value integrity, honesty and continual self-improvement



We will listen to feedback:

- We will make it easy for you to contact us and provide feedback
- We collate feedback through regular surveys and the analysis of results
- We will listen to your feedback and act upon it



Our promise to you

We will provide you with products that add value to your business:

We will focus on your requirements:

When you are in contact with one of our teams, you can be sure that the advice you receive will be in line with your requirements. We have dedicated Sales, Service and Support teams to ensure that your requirements are delivered and maintained effectively.

We will only propose solutions based on your requirements:

You can be assured that we have your best interests in mind when proposing a solution to your requirements. We recognise that our customers are key to our success, so the advice that we offer will be open and honest because we want you as a long-term Focus customer.

We will be both reliable and transparent in the delivery of these solutions:

When it comes to delivery, we want to take the stress out of the sometimes-complex stages involved, leaving you to get on with your business whilst safe in the knowledge that everything is being taken care of. You can be assured that a team of highly trained individuals are doing everything they can to deliver your solution on time.

We are committed to service excellence:

We understand that our customers and staff are our key assets:

Without our customers we would not exist and without our team of dedicated staff we would not be able to service our customer's needs. We have a culture of excellence combined with an approach that ensures our staff are valued and happy in their roles. This combination has resulted in enormous growth over the years, countless industry awards and a company that people want to be part of, whether as customers or staff.

We are dedicated to the continual improvement of our services:

We don't rest on our laurels. Our industry is fast paced with changes aplenty, and because we want to stand out from the crowd, we continuously look at areas for improvement and ways to better-serve our growing base of customers. We achieve this through our Quality Management processes and through regular audits. If we let a customer down, we make sure we understand what happened and implement changes to ensure improvements in the service offered.

We value integrity, honesty and continual self-improvement:

Having integrity means doing the right thing in a reliable way. Our staff know that if they make a mistake, they can be honest about it. We all know that mistakes can happen, but the most important thing is to learn from them and ensure we grow as a result. This cycle of continual self-improvement is encouraged to provide both individual advancement and the best possible customer experience.

We will act quickly to resolve any service issues:

We understand the impact caused by service issues:

Unfortunately in our type of industry, service issues can occasionally be experienced. The mark of a great company is how they react if this happens and how quickly the issue is resolved. We fully understand the impact on your business caused by any service issues, so our team of support staff are on hand to get you back up and running as quickly and efficiently as possible.

We will take ownership of your issue and will always keep you updated and informed:

You won't be pushed from pillar to post, it's not our style. What you will get is a dedicated point of contact who will endeavour to resolve your issue whilst keeping you updated every step of the way. You won't need to call us for an update because we'll call you. We'll do what we say we're going to do as we believe this to be fundamental. We call this service excellence; some companies call it impossible.

We will make every effort available to offer a swift resolution:

Your issue is our issue. We own it and we resolve it using all the tools available to us. If a third party causes the issue, we will work with them to provide the swiftest resolution possible and will follow all available escalation paths wherever necessary. We take our customers' issues personally and are not afraid to push and question our suppliers on your behalf. We don't like taking 'no' for an answer.



We will listen to feedback:

We will make it easy for you to contact us and provide feedback:

There are many ways to contact us including telephone, email and social media. We like speaking with our customers so feel free to call us anytime with any questions or concerns. Our website (www.focusgroup.co.uk) makes it easy for you to find the contact that you might be looking for, and here you will also find the email contacts for the various departments. If you do have a concern, you can email our Customer Experience team directly at customerservice@focusgroup.co.uk

We collate feedback through regular surveys and the analysis of results:

We want your feedback as we are aware that it's an imperative tool for improvement. In fact, we actively encourage our customers to let us know what they think we're doing wrong or right. It is especially important to us that through this feedback, our staff receive praise and recognition for great service. We send out regular surveys covering different areas of our business and analyse our customers' views. Whilst we bask in the positives, we fully understand that the negatives provide us with our greatest source of learning.

We will listen to your feedback and act upon it:

There have been many changes at Focus over the years as a direct result of our customer feedback. Listening to your ideas and suggestions, then acting upon them, helps to ensure that customers remain engaged and stay with us long-term. Our enormous growth is something that we are all proud of, but we are aware that the invaluable feedback we receive from our customers has helped us to implement some of the changes necessary to achieve that growth.