



ISO 20000-1 : 2018 SERVICE MANAGEMENT POLICY

BrightGen recognises the importance of service management and is committed to operating its business responsibly and in compliance with all legal requirements relating to the provision of service management on the Salesforce platform by the Service Team. It is BrightGen's declared policy to operate with and to maintain good relations with all regulatory bodies.

As a highly valued BrightGen Service Management customer we commit to:

- Protect the stability of your Production Salesforce solution and security of your data
- Help you pre-empt and resolve issues to prevent and minimise adverse impact on your business
- Identify, quantify and control change to industry and platform best practice
- Help you formulate a tactical and strategic roadmap of continuous improvement
- Maximise ROI and value from your Salesforce platform.
- Provide you with a personal service with direct access to the service team and the person, or people, that can help you
- Provide continuity and a consistent quality of service
- Enhance your Salesforce experience and exceed your expectations of a partner.

It is BrightGen's objective to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements and to continually improve service management performance through the implementation of the following:

Understanding and fulfilling the service requirements to achieve customer satisfaction

- Establishing the Policy and objectives for service management
- Designing and delivering services based on our Service Management System (SMS) that add value for the customer
- Monitoring, measuring and reviewing performance of our SMS and the services
- Continually improving the SMS and the services based on objective measurements.

This Policy is documented, implemented, maintained and communicated to all employees, suppliers and subcontractors and is made available to the public. It is reviewed at least annually in accordance with the Management Review process implemented as part of our SMS.

Version & Date of Issue: 2nd April 2020	Signed: <i>Clive Platt</i>
Date of Next Review: 1st April 2024	Print Name: Clive Platt Head of Service Management

