



*Burton IT*

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## **Mission Statement.**

The mission statement of Andrew Burton IT & Computing Services is built upon a platform of honesty and integrity as it is these two things that we value most highly. It is these two values that allow you as the client to have total peace of mind when dealing with Burton IT. That is peace of mind knowing that the best possible job is being done for the best possible price, NO EXCUSES!

Our goal is to become not just the biggest but the BEST IT service in the Hunter region and then Australia wide. The only way we can achieve that goal is to give the best service. When our clients are satisfied we're satisfied! It's that simple.

### *The Statement:*

1. We will keep our clients informed of their progress and all available options so that their request is completed not only in a timely manner but that they have the best available option for their money spent. We will not give you something you don't need and if there's something you do need we will source it at the best price we can find.
2. We will keep abreast of the latest changes in the IT marketplace whether they be in hardware, software or updates to operating systems so that any issues can be dealt with as quickly as possible. In the event that something unforeseen occurs (usually in the instance of updates) we will scour every source we can to find a solution to the problem. In the unlikely event that a solution can not be found (very rare but does happen from time to time) we will inform our Client of the problem and the reasons for a lack of a solution and avail them of other alternatives.
3. When we work for a client we will consider ourselves to be part of their team. This means what is in their interest is in our interest. We have a vested interest in making sure that things are done correctly and in the best possible manner for you because while we are there *YOU* includes *US*.