

The WMita Quality Mark moves from Strength to Strength

WMita have now firmly established Quality through customer satisfaction as a key indicator in the WMita Quality Mark. Customers - like you - are now asking WMita to point you to organisations that have the Quality Mark.

Do your IT suppliers value quality?

Have you had issues with your IT systems and found that your suppliers were just not interested – or did not resolve your issues satisfactorily? Do you want to have the comfort that your next ICT Supplier has been through an independent process where customer satisfaction is paramount and the auditing has been recognised by industry leaders? Well read on...

Why the WMita Quality Mark?

Simple, really. Wouldn't you like to entrust your IT Services and Solutions to those companies who have been independently approved by WMita – using a method that has been endorsed by the NCC – National Computing Centre?

With so many ICT suppliers to choose from and all claiming to provide the best services and solutions, it can be a minefield to pick the right one. So, WMita has established the WMita Quality Mark. To qualify to use this mark ICT Suppliers must:

- Provide three Customer References – WMita will contact these and verify the services provided with regard to costs, budgets, timescales and, equally important, whether they would use them again AND recommend their services to other organisations.

- Plus, we will seek feedback from ALL our members within the industry, what we term a peer review, to get feedback on ICT Suppliers applying for the Quality Mark – a very powerful facility. Why do this? Well, we believe that a potential ICT Supplier will know of any previous suppliers (if they exist) and the reason why the customer is considering changing suppliers. This insider knowledge helps build the reputation of suppliers within the ICT industry as a whole.

We will verify any qualifications that are being promoted on our website through the Member Profile.

It does not stop there. To further reassure you, and to know that our members are serious about service, quality and reputation, we also expect and verify that they have Professional Indemnity Cover (an industry insurance for professional advisors) too!

This is not just a one-off exercise either. Each year members need to re-apply and provide up to date evidence.

All in all, the Quality Mark presents tangible benefits for both ICT Users and ICT Suppliers.

Are you looking for new IT Services and Solutions?

Whether you are looking for new services or solutions now or in the future, you should demand to work with reputable organisations. Call our office and ask to be put in touch with organisations that carry the WMita Quality Mark. It may just be the most important first step you take.

To find out more, contact WMita on 0121 506 9320 or at info@wmita.co.uk.



Just a few of the members who have achieved the Quality Mark Status.

NCC Audit provides huge boost for WMita Quality Mark

An independent review of the WMita Quality Mark by the National Computing Centre (NCC) has provided the Association and many of its ICT user customers with a welcome vote of confidence.

Michael Dean of the NCC said: "In subjecting the WMita Quality Mark to close scrutiny we found it to be an accurate and reliable system of identifying ICT organisations that can be trusted and relied upon to deliver qualitative services. The WMita Quality Mark has been well thought through and is a practical and effective mechanism for ICT users to identify proven suppliers."



**IF YOU HAVE AN IT NEED, HOWEVER LARGE OR SMALL, WMITA
WILL HELP YOU TO SOURCE THE RIGHT LOCAL SUPPLIER**

-AT NO COST AND WITH COMPLETE INDEPENDENCE

With a membership of over 300 of the finest ICT specialists in the region, WMita members work together to provide an impressive range of integrated, high quality and best value IT solutions.

FOR A REPUTABLE, QUALITY IT SERVICE PROVIDER, CALL:

0121 506 9320

or go to: www.wmita.co.uk/members_search.htm

Have trust and confidence in your IT supplier.*

DO YOU HAVE AN ICT TENDER OPPORTUNITY OR ENQUIRY?

Through our 'Opportunities' page on the WMita website you can place your exact IT requirements, and details will be sent to our membership anonymously for them to respond with their proposed solution. Offers of help will be emailed direct to you, so you can select the most suitable supplier for your needs.

Companies have used our opportunities page to request IT support, website design & development, e-learning Content, PDA Facilities Management, Software Support, technical development, network support, training, bespoke systems – the list is endless!

*The facility has assisted an abundance of happy customers
– why don't you give the WMita Opportunities page a try? www.wmita.co.uk/opportunities*

"We used the WMita opportunities page when searching for quotations and were overjoyed by the quality of responses we received. Selecting a supplier was easy; we would have no hesitation in using this excellent facility again."

"My server went down so I informed WMita – within no time at all I had 3 responses from WMita members who could fix the problem immediately. You couldn't pay for this type of service and it was free!"