

## What Does Dale Hageman Know?

Do I really know something that you should know? I might. For instance, I know that if you look for “Customer Service” on Google, you’ll get about 2,370,000,000 results in .11 seconds. The results will include everything from customer service training sites to message boards full of customer service horror stories. “Customer Service” is always a pretty hot topic in the business world – and it should be. Just like great service can launch a business into skyrocketing success, poor service can bring a business to its knees.

I know that customer service is more than just a hot keyword – it’s more than just a poster on the wall, or an item on the agenda at our staff meetings (though you will find it there). At Accord, we’ve made customer service a way of life.

We are committed to providing *excellent* customer service to all of our clients, and that commitment is a part of *every* decision we make, including our decision to use SLS.

About 10 years ago, we chose SLS to run our payroll and billing processes and we continue to use it today because it continues to meet our needs. SLS has helped us to grow our business, expand our offering, and enhance the service we provide our clients.

As we’ve grown, we’ve had to evaluate every one of our processes and look for better ways, faster ways, and more customer-friendly ways of getting things done. In this evaluation, we’ve periodically taken a very close look at other software designed for PEOs. To date, we have not found anything that comes close to serving our needs as efficiently as SLS does.

With SLS, we only have to take one step to perform multiple processes, streamlining our internal performance and enabling us to serve our clients better and faster. Additionally, the PayPlus SQL architecture has allowed our internal technology team to develop all sorts of great tools for our clients to use within our online service center.

Using SLS is one of the many decisions we’ve made to enhance the service we provide our customers and to effectively meet our clients needs with the highest level of respect and competency.

What other decisions have we made in support of our customer service commitment? We’ve developed clear customer service standards based on the best practices of customer service leaders and our own experiences as consumers; we provide ongoing training for our employees to help them meet our service standards; and we reward those employees who provide outstanding service.

Most importantly, we measure our effectiveness. Internally, we survey our staff and each spring, we hire a professional surveying and research group to conduct a client satisfaction survey. The survey results have been very useful and quite encouraging – a sign that we are making the right decisions and that our customer service training and incentive programs are working. In fact, we are looking forward to seeing even better results next year.

What kind of results are you getting?