

KALLIDUS CUSTOMER CHARTER

CUSTOMER EXPERIENCE

We want to deliver amazing customer and user experiences.

Our customer-focused culture ensures that we put our customers at the centre of everything we do. We partner with you to deliver software systems, eLearning and consultancy services to help ensure you have the right people in the right roles with the right skills, knowledge and competence.

Our values form the foundation for everything that we do, as well as shaping our vision and culture. They are the essence of the Kallidus identity - our principles and beliefs. We will advise clear lines of communication and escalation.

We will measure our performance by gathering feedback at key stages throughout the customer journey. This feedback will be reviewed by our senior management team to ensure service quality and continuous improvement.

CUSTOMER COMMITMENT

-  We put the customer at the centre of everything we do.
-  We really listen to our customers to understand their needs.
-  We focus on building & maintaining long term relationships.
-  We demonstrate our values at all times.
-  We deliver the highest standards in everything we do.
-  We provide quality services and products and continuously strive for outstanding customer experience.

Delivering amazing experiences

Building products we would want to use ourselves and be proud of

Treating customers the way we would like to be treated

We want to hear from you!
customerexperience@kallidus.com

Amazing user experience,
amazing customer experience.