

A job well done

Global Customer Services through their comprehensive procedures and checks ensure that each project is undertaken successfully and to exact specifications.

Delivered accurately and on time

Project plans and constructed drawings are accurately updated, with all relevant information and manuals delivered on time at the conclusion of all work.

Guaranteed work

Installation on all of our work is under warranty for 12 months from completion of the project.

Striving for continual improvement

Global Customer Services also undertakes a thorough debrief after each job to determine ways to improve their work so our clients benefit with every future project.

Customer Service Technologies and Training

In addition to our data and electrical work, **Global Customer Services**, are the Western Australian agents for Burton Technologies, providing software-based product and service solutions that improve management efficiency and enhance customer service levels. This includes Q-matic, an electronic queuing system that manages customer waiting and transaction times and assists with service identification. The system also provides the respective service operation with a host of statistical data to allow it to understand its service trends and develop effective staffing and service strategies.

In addition to providing and installing customer service technologies, **Global Customer Services** provides comprehensive training and ongoing support to management and staff.



Contact us

Discover why our clients are lifetime clients. For more information on our services including quotes and to speak first hand to some of our existing clients please contact:

Global Customer Services

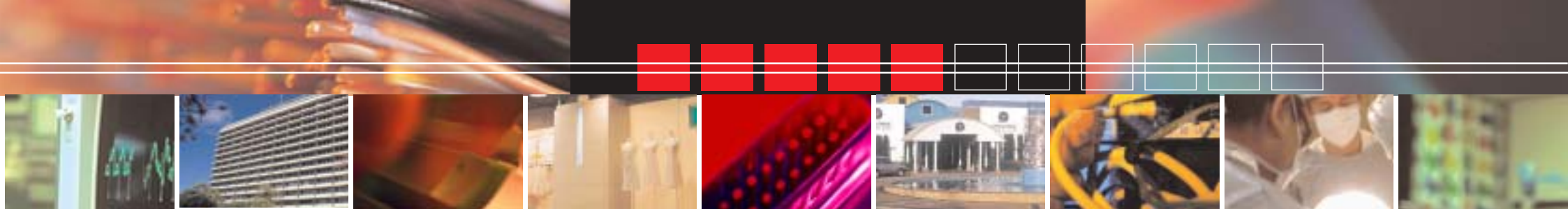
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The team at Global Customer Services looks forward to working with you.



***Enhancing business
through technology***



About us

Global Customer Services provides data and electrical services to government departments and industrial and commercial businesses throughout Western Australia.

As the agent (WA) for Burton Technologies, **Global Customer Services** also provides state-of-the-art customer service technologies and training.

Building long-term relationships

Our business was established in 1982 and is founded on building long-term relationships with clients. **Global Customer Services** enjoys a strong and loyal customer base and has successfully operated and grown to-date from customer referrals and recommendations.

Data and electrical services

We strive to ensure our work enhances your project.

With an exceptional team of professional and experienced project managers and staff on the job, backed by a system driven administration team, **Global Customer Services** ensures that your projects are managed and completed successfully on time and to the highest standard.

Professional well trained staff

Our staff and specialist contractors hold fully compliant licenses and are qualified certified installers. Each employee and contractor is required to undertake comprehensive induction training, which includes **Global Customer Services'** strict code of conduct and health and safety procedures for all works. Continual on-going training is mandatory to ensure our staff and contractors keep abreast of new technologies. This gives our team the 'edge' and expertise to translate client's needs into practical state-of-the-art solutions.

Our unique culture

In addition, our team enjoys the challenges of their work. Together they share a personal commitment to the projects they undertake and key personal values of loyalty and integrity, which serve to greatly enhance our services to clients.

Exceeding industry standards

Global Customer Services is a Priority Access Contractor (Reg No 02400) and works to the strict Australian and New Zealand industry standards for all data and electrical work. In addition **Global Customer Services**, as a safety-orientated company, complies with the occupational health and safety standards and working procedures of our clients' various and unique commercial and industrial environments.

The work we do

Global Customer Services' calibre of experience and professionalism is evidenced by the work we are entrusted to undertake.

Major successful projects include:

- **Commercial fit out work for:** ANZ, Commonwealth Bank, Challenge Bank and Home Building Society, this included a number of branches in rural locations in WA.
- **Specialized data and security installations for:** Centrelink, BHP, Australian Department of Defence and The Royal Australian Navy.
- **Specialized hospital, surgical installations at:** Royal Perth Hospital, King Edward Memorial, Sir Charles Gardiner Hospital, Princess Margaret Children's Hospital, St John of God, Peel Health Campus and various Medical/Dental centres within WA.
- **Hazardous location electrical, data and instrumentation installations on:** Remote gas stations for CMS Gas Transmission and WAPET.

Other clients include:

- Challenge Stadium and Joondalup Stadium
- Murdoch University
- Spotlight stores
- The Good Guys stores
- Maurice Mead Hair Salons

From shop lighting, to commercial businesses, to multi storey commercial complexes and industrial sites — **Global Customer Services** can successfully manage the job.

Global Customer Services is also recognised and respected by major suppliers in the Eastern States and are entrusted to provide services for the Western Australian portion of many major national installation projects.

How we work

Our aim is to directly meet our clients' needs.

That is why our project managers make it their priority to communicate with everyone involved in the project throughout the job — the architect, electrical consultant, builder and/or owner. This ensures that all work is continually crosschecked and that the resulting job directly meets our clients' needs.

Thoroughly planned

Our Project Managers undertake a full assessment of the project before work commences. This ensures the project is proactively managed and helps to ensure a smooth progression of the project to final completion.

Continually monitored and quality controlled

Projects are monitored and costed on a regular basis by our Project Managers to ensure work is meeting project guidelines and is within budget. As such **Global Customer Services** can produce progress claims and costing reports at any given stage of the project.