

## Customer Service

Since our inception in 1993, Nova Networks has adhered to one simple business philosophy, the time honoured principle of "**Customer First**". It is a philosophy that has served us well, allowing us to expand to more than fifty expert consultants and technicians in four regional offices. Our success in the highly competitive industry of Information Technology (IT) can be attributed to 3 key points:

- reliable delivery of high quality products;
- competitive pricing;
- and uncompromised service and support.

**We believe in taking care  
of our most valuable asset:  
the customer.**

### Personalized Service

Our knowledgeable staff is trained to customize a solution that is best suited to fit your specific requirements and budget. Your personal account representative is dedicated to knowing your business and its information technology. Our staff also keeps abreast of the rapidly evolving technology trends and developments that may impact you or your enterprise. At Nova Networks, we work to first understand our customers' needs, then to present solutions of exceptional value and uncompromising quality.

### Accessibility and Accountability

Nova Networks' dedicated support staff works at pro-actively addressing all queries. Our account managers are backed by a full team of inside sales representatives who provide support with product information, research, quotes, pricing and order entry. If ever your personal account representative is temporarily unavailable you are invited to speak directly with the inside sales representative or with another account representative. Someone will always be on hand to address your questions, complaints or concerns.

### Complete Information Technology Solutions

Nova Networks is comprised of several specialized but highly integrated operating divisions able to bring the integration of computing and network services to a new level. As a "one-stop-IT-shop", we provide solutions for hardware, software, technical service, networking, cabling and wireless.

### Customer Support

We know that our clients both expect and demand world-class service when it comes to meeting their IT needs. We strive to provide responsive service and innovative solutions to support your hardware, software and networking systems. Our goal is to show you how the intelligent application of information technology can help you establish, build or sustain a competitive advantage. As always, we continue to remain independent of any hardware manufacturer or software publisher and are ready to provide objective counsel and expert advice.

### Responsive and Timely Service

Our response time is second to none. Our next-day delivery policy applies to virtually every product we carry. Nova Networks has an in-house shipping department complete with local drivers for prompt, secure and reliable delivery of your orders. As one of the few Value Added Resellers that maintain stock, we can even provide same-day delivery on select items.

[www.nova-networks.com](http://www.nova-networks.com)  
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