Title:
Computer Consulting: Excellent Customer Service Inspires Growth

Word Count:
256

Summary:
Computer consulting clients should have their needs anticipated by your staff.
Spend some time evaluating your clients service tickets and consider how you can
improve business by doing more computer consulting.

Keywords:
computer consulting, small business computer consulting, IT consulting

Article Body:
From a customer service perspective, what can you do to sell more monitoring and
managed services? What would it be worth to a computer consulting client if you
could predict and prevent a major problem before it occurred?

For example, if someone incurred $1,700 in billing last quarter due to some
virus-related problems, is there something that you could offer them, a solution
that you could give them going forward that could have prevented this?

What's The Best Service Choice?

Is it a matter of upgrading them to more complete virus protection? Is it a
matter of giving them more thorough end user or internal guru training?

You should be looking at your service tickets and your invoices proactively so
you can make some of those suggestions. That's phenomenal customer service
because you're anticipating your computer consulting clients' needs.

You and Your Computer Consulting Staff Should Be Proactive

The same way that when people are married for a long time, they start
anticipating their spouse's needs, these client relationships evolve over time.
You should be able to spot these a mile away as long as you know what you're
looking for.

Also, reward your technical staff for spotting and passing along some of these
additional opportunities for you to follow up on. Also compensate your account

managers and your technical staff based on their customer satisfaction ratings. These essentially become their report cards.