



Customer Services and Support

Providing excellent service records
and reliable customer support

To find out more about HFX and our solutions please
email sales@hfx.co.uk or visit www.hfx.co.uk

Customer Services and Support

We are proud of our service record and customer support and regularly 100% of our customers agree with us. We do not have a traditional first line support system; all our staff are fully trained and often close calls on first contact. Our staff have between 10 and 20 years' experience in workforce management so are able to address issues quickly and effectively.

“ I'd like to thank you for your prompt attention and resolution to this issue. It has saved a lot of staff time carrying out a manual booking input exercise. ”



“ Excellent customer service! ”

“ Great customer service as usual. ”



“ As usual, a quick response provided and a solution to the problem implemented in a timely manner. ”

We have invested significantly in our service engineers and support tools, so customers can always rely on our support whether through email, web portal or via telephone we provide a highly rated service. Every customer interaction is surveyed and invited to rate and comment on the service they have received. The customer has the choice to rate their interaction as Not Good, Just OK or Awesome. We track and review this feedback every month. Over the last 2 months we have received 100% “Awesome” responses and over a year we have a 95% positive response.



“ Very prompt and efficient service. ”

“ Your engineer arrived early and managed to fix the problem on what is a very old machine. ”

“ We always receive a prompt response. Excellent! ”

“ As always, a prompt reply and assistance. ”

“ Gold Standard as always. Thanks! ”

Our onsite engineers based throughout the UK are CTC (Counter Terrorism Checked) vetted, Asbestos Aware Trained (AAT) and ECS (Electrotechnical Certification Scheme) qualified. We are also **Safe Contractor** Approved.

We have offices in **Stevenage, Birmingham, Manchester** and **Edinburgh** with full UK coverage and support to our 1,500 customers.