

# Achieving 99% Customer AND Employee Satisfaction



Justin Henderson  
Technical Services Director



Alectrona





# Whoami...



**Austin, TX**



**9 years playing with Macs**



**Musician**



**Aviation**





Why Are We Here?



# Customer Happiness



*How we reach this level of CSAT supporting multi-faceted Enterprise environments:*

Don't take my word for it....

99%      Avg. Customer Satisfaction

< 1hrs.      Avg. Ticket Response Times



# Employee/Client Enablement

- Regular Check-In
- Employee Lifecycle Management
- End User Enablement



Photo by Chase Chappell on Unsplash



# Regular Check Ins

- Relationship Building
- Problem Solving
- Planning and Prioritization
- Make it Fun!



Photo by charlesdeluvio on Unsplash



# End User Enablement



Photo by Oliur on Unsplash



A vintage silver microphone with a ribbed grille is positioned on the left side of the frame. The background is a warm, golden-brown bokeh of out-of-focus lights, creating a soft, glowing effect. A semi-transparent teal banner is overlaid across the bottom half of the image, containing the quote and attribution in white text.

“You never get a second chance to make a first impression.”  
-Will Rogers





Seamless

# Onboarding Experience



# Automated Enrollment



 jamf | PRO





## Remote Management

Remote management enables the administrator of "Alectrona" to set up email and network accounts, install and configure apps, and manage this computer's settings.

**"Alectrona" can automatically configure your computer.**

[Learn more about remote management](#)

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Continue

# Alectrona

## Configuring your Mac

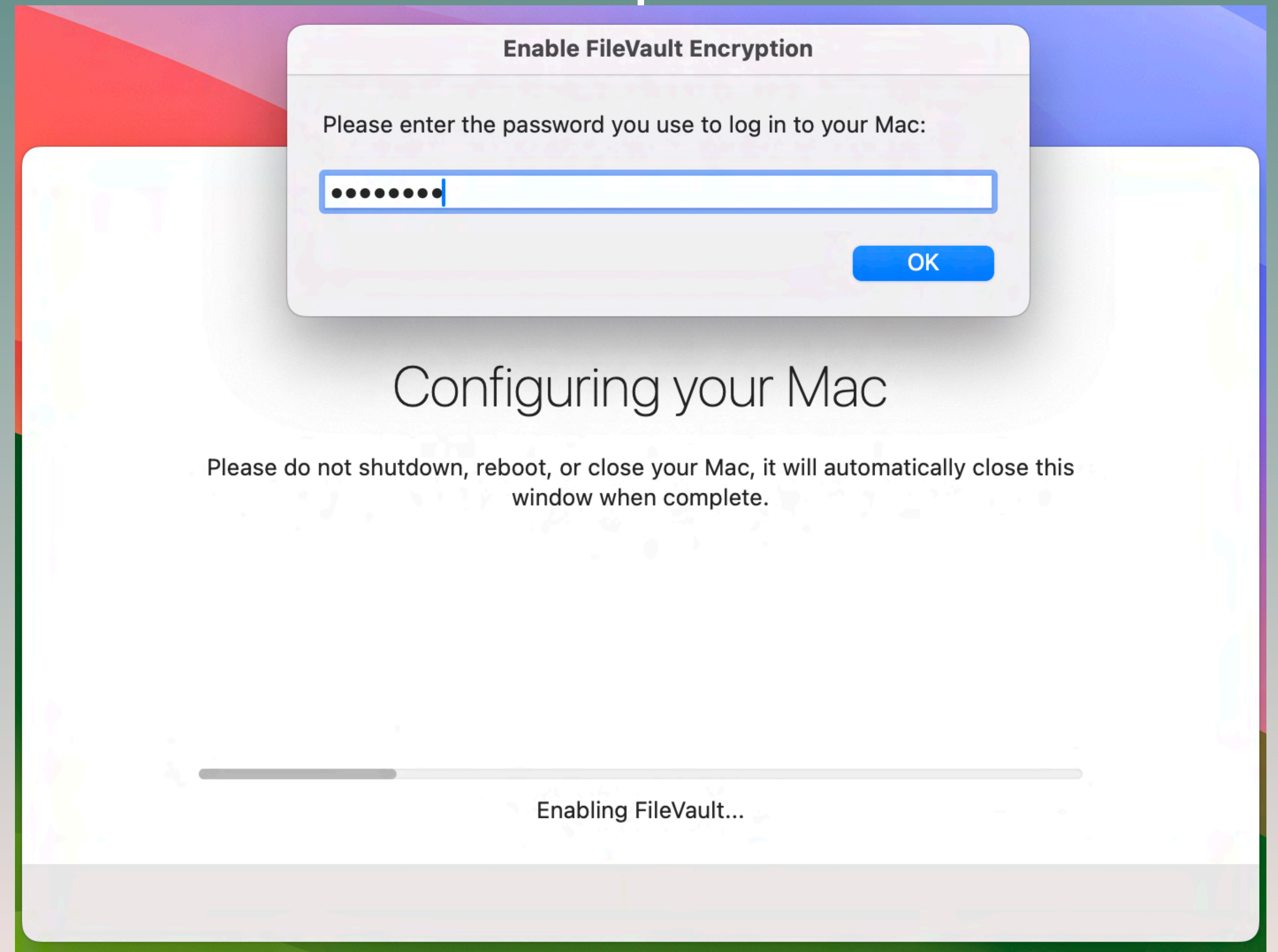
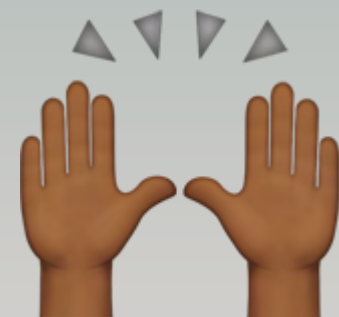
Please do not shutdown, reboot, or close your Mac, it will automatically close this window when complete.

Installing Splashtop Streamer...



# Enable FileVault

Ready To Go!!

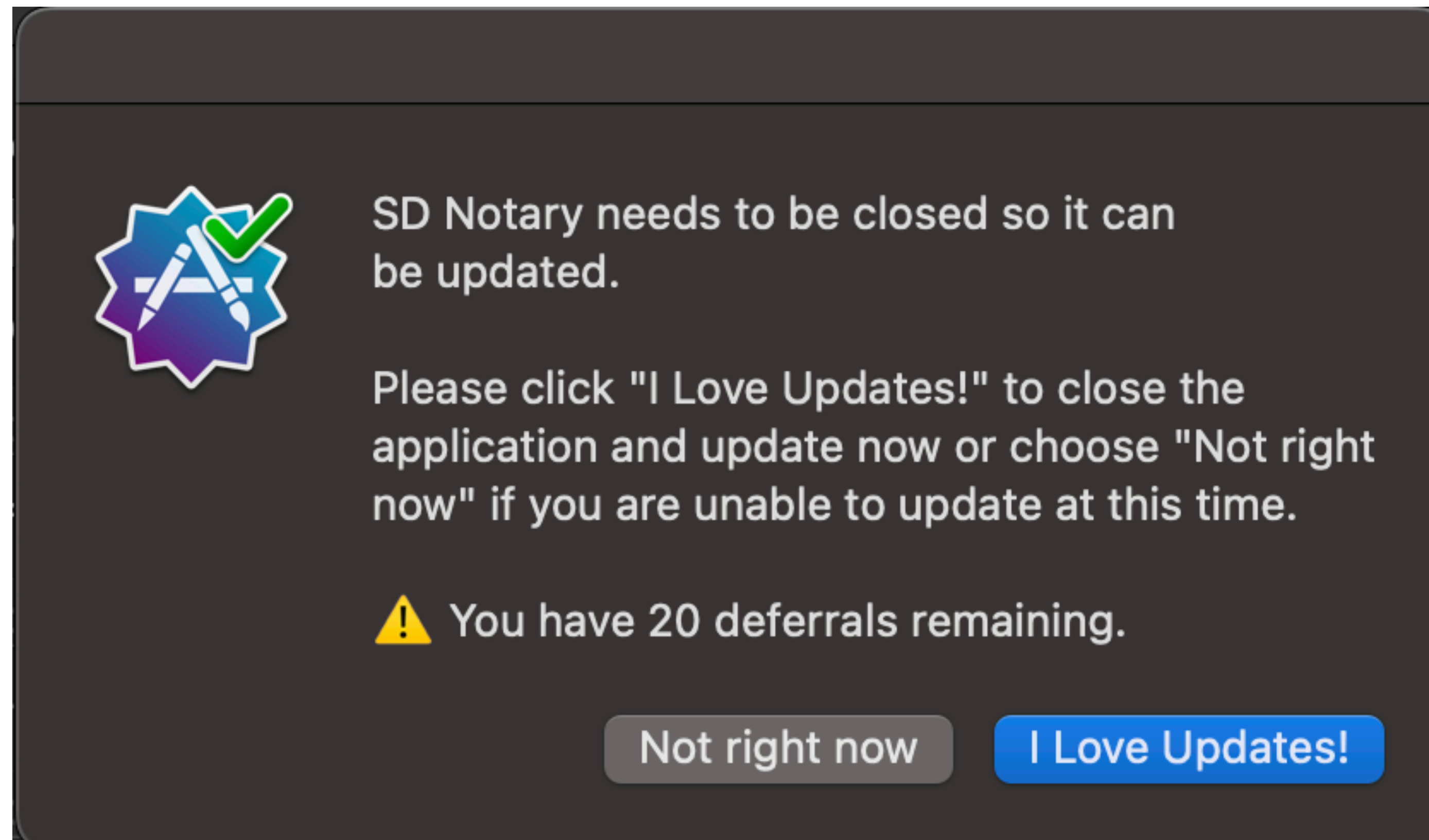






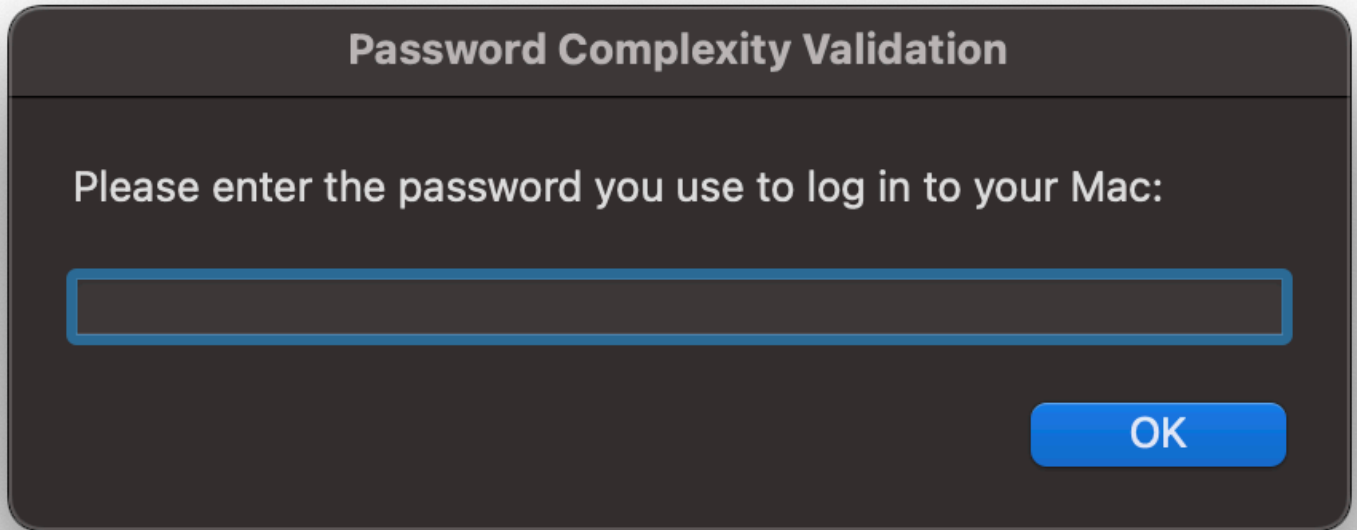


# Keep 3rd Party Apps up to date (Patch)





# Password Complexity Validation



Step 1



Step 2

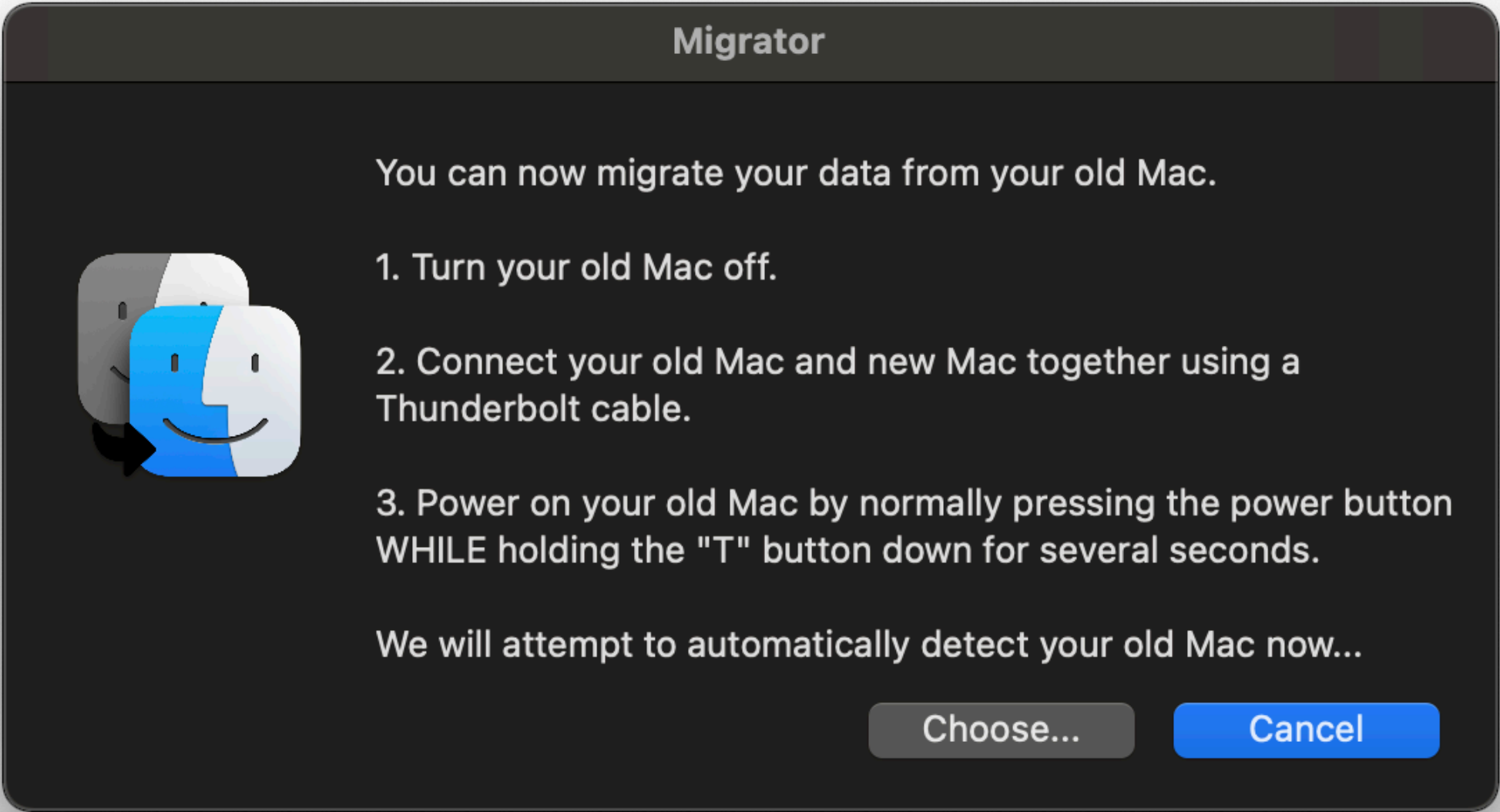
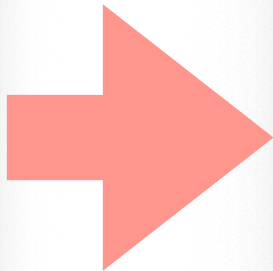
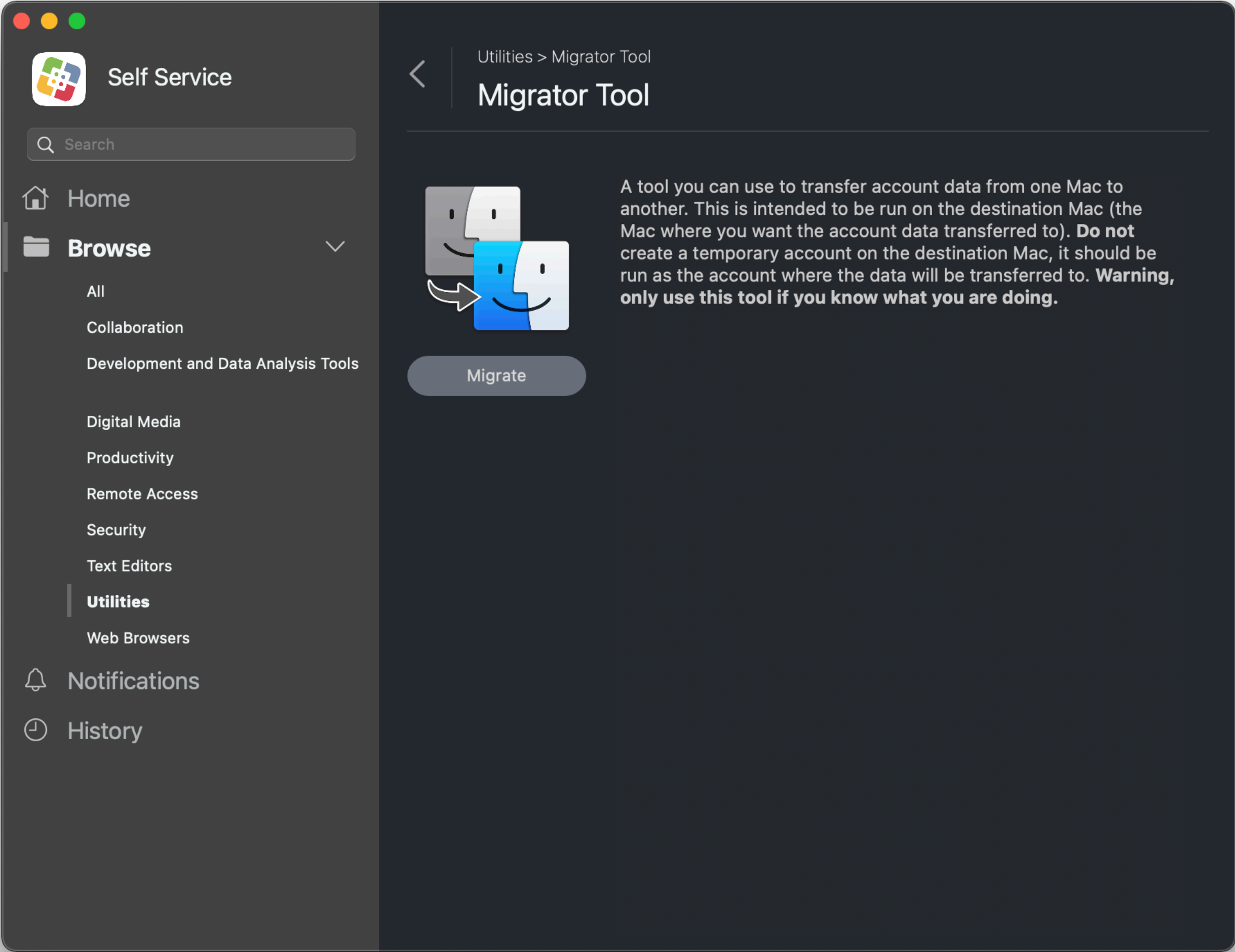


Step 3

EASY!



# Migrate User Data





# Migrate User Data

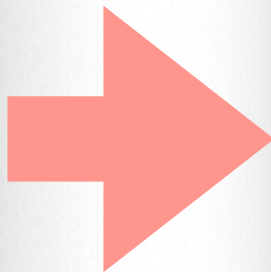
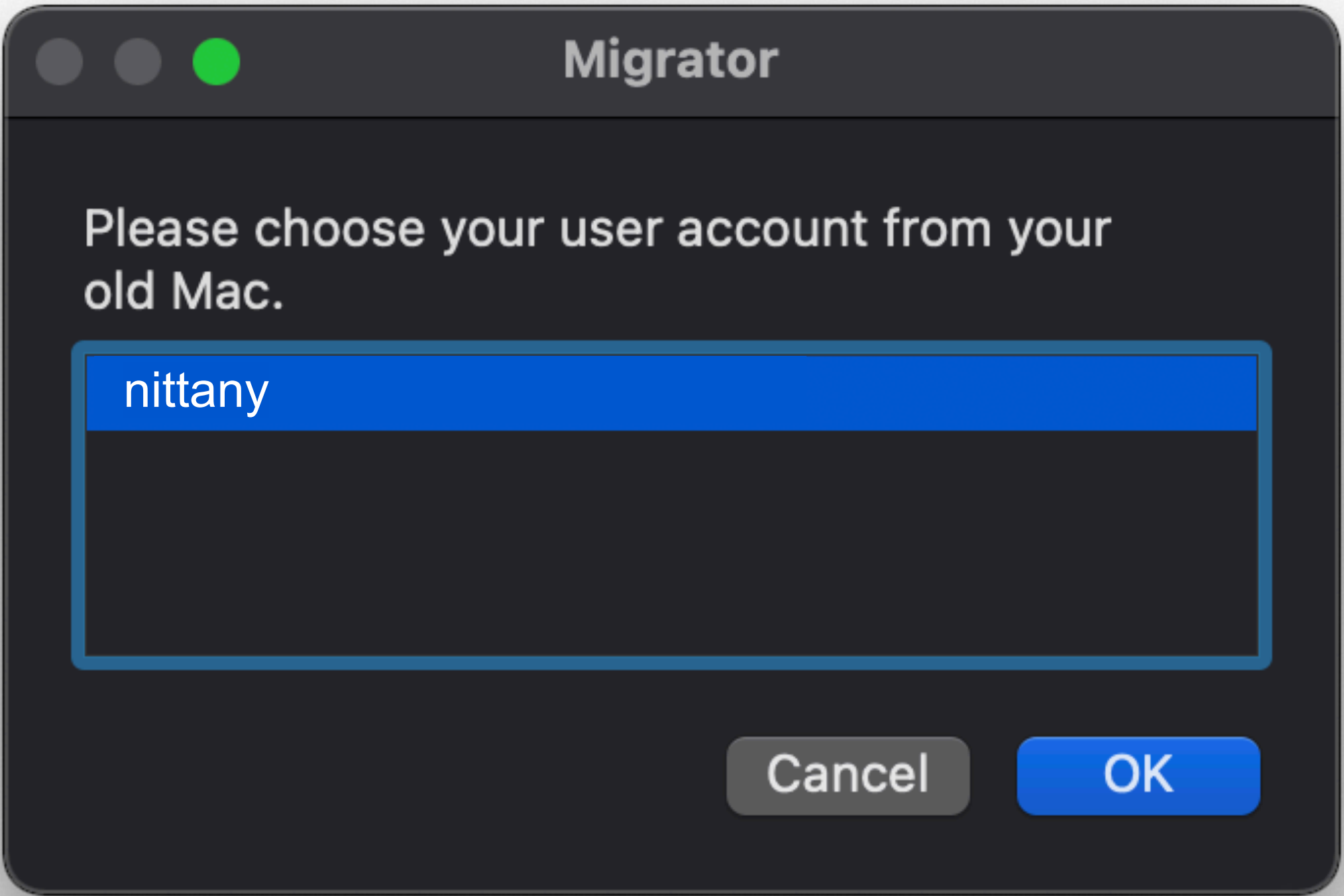






Photo by Annie Spratt on Unsplash

# Highly Skilled Support

Customer Centric

Develop Expertise

Problem Solving





Finding how to make a new capability a benefit:

# Avoiding No



# So What Are Some of the Outcomes?



# Client Feedback

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***"The service I have gotten thus far has been exceptional. Really the best IT support I have seen in my career."***



# Client Feedback

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***“Everyone on the team is so knowledgeable and responsive. I truly appreciate all of you and your dedication to excellent customer service! :)”***



# Client Feedback

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***"Super fast, saved my bacon!"***



# Employee Experience





A photograph of four diverse professionals in a modern office setting. From left to right: a young Black man with short curly hair wearing a plaid shirt over a white t-shirt; an older woman with short grey hair wearing a dark blue blazer; a woman with short dark hair and glasses wearing a yellow top; and a woman with long brown hair wearing a blue shirt. They are all smiling and looking towards the right, appearing to be in a collaborative discussion. In the foreground, there is a wooden table with a glass of water and a white coffee cup. The background shows a modern office interior with large windows and dark wood paneling.

Creating an environment where  
everyone can do their best work!



Work to  
remove any  
and all  
roadblocks.





Provide  
actionable  
feedback  
quickly and  
often





Encourage  
experimentation,  
in the proper  
settings of  
course





Celebrate  
the wins





Challenge  
everything!



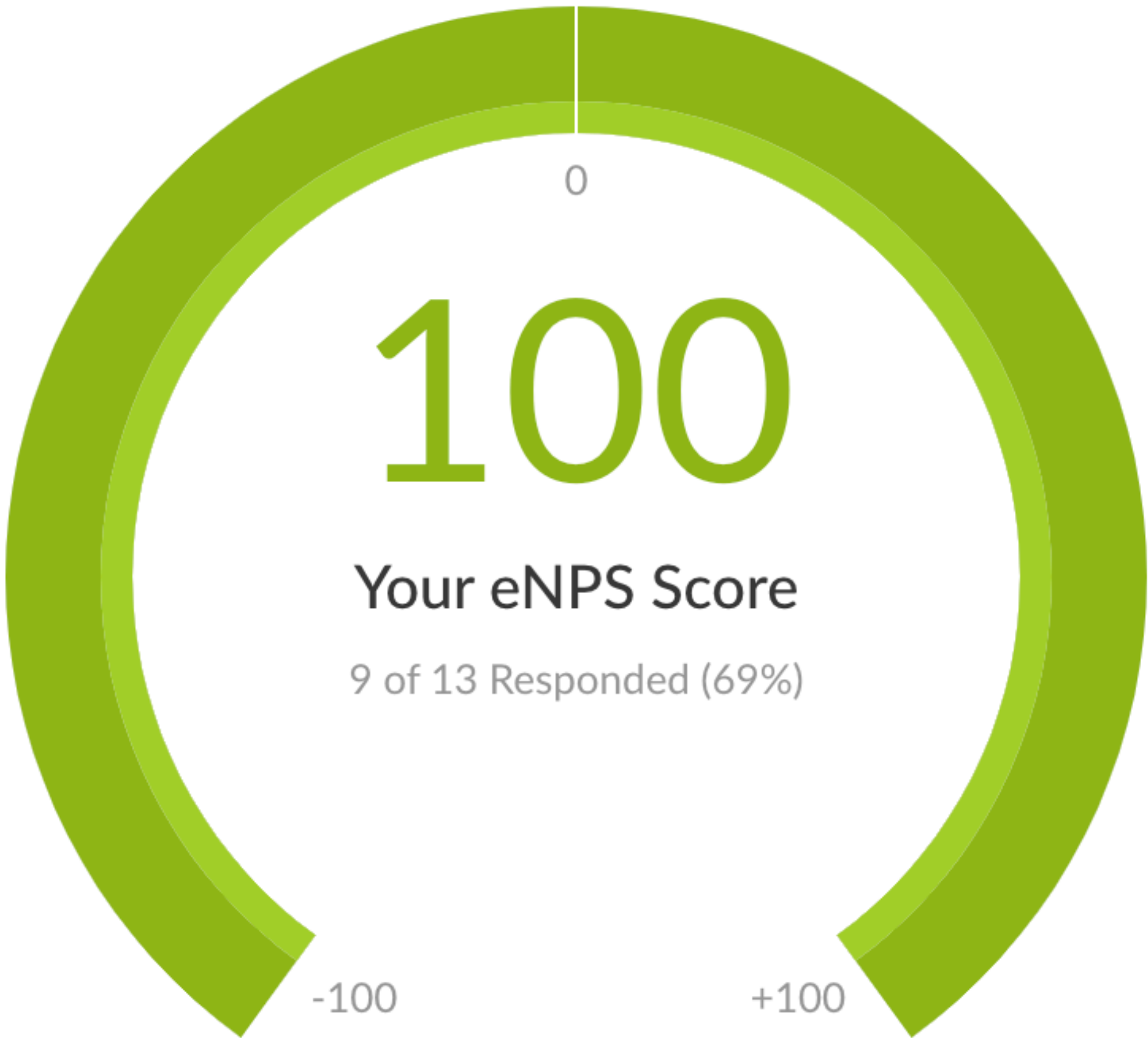
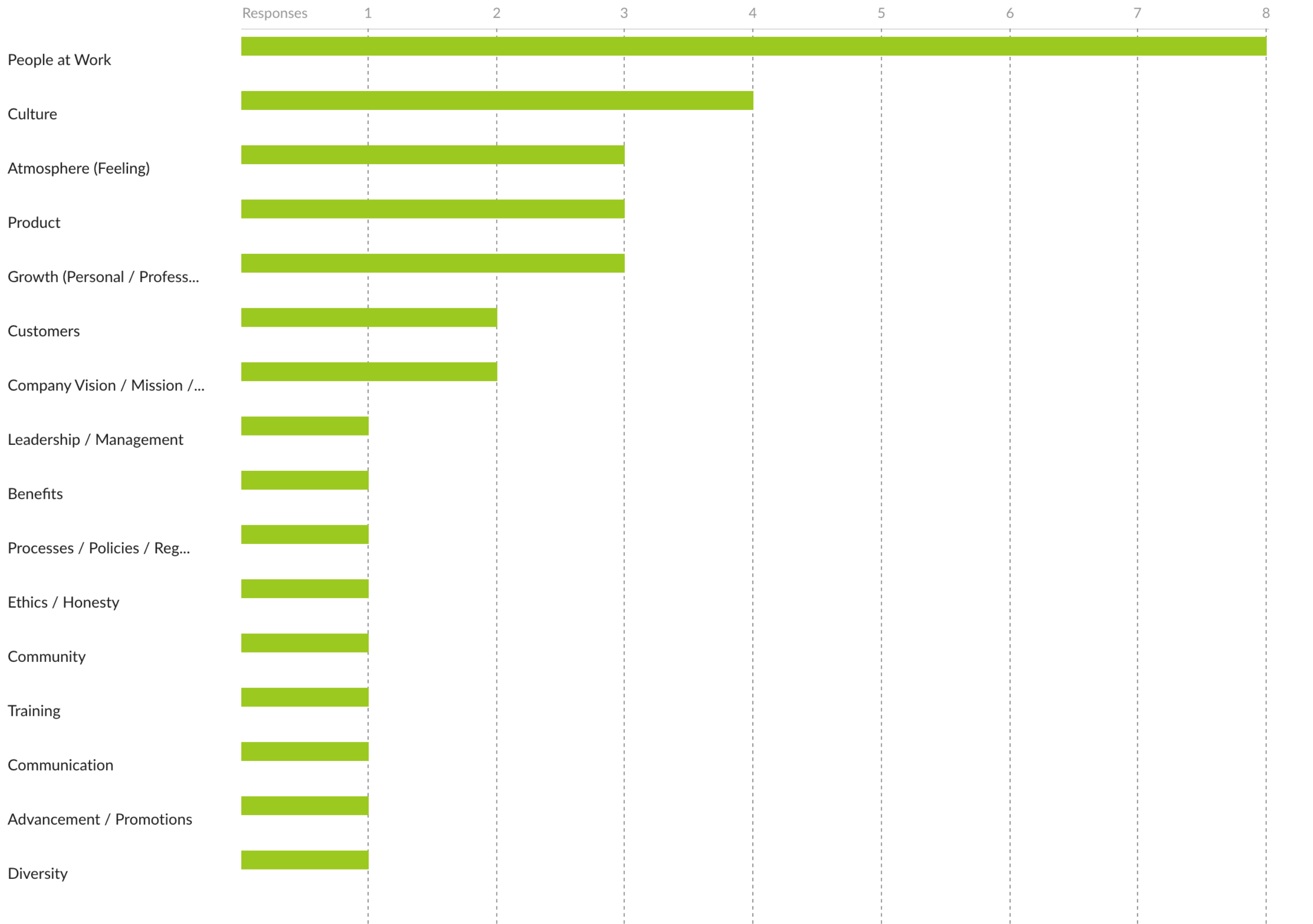


# Employee NPS



All Topics

All Tags Likes Dislikes Hide Details Promoters Neutrals Detractors







Score ↓	Text Response	Tags - Likes	Tags - Dislikes
○	<b>9 Promoters</b> What makes Alectrona such a great place to work?		
10	Working at Alectrona means you get to work with a fantastic team and also get to do really interesting and challenging work. I enjoy getting to learn about different types of work across our various clients and also being able to work with an incredibly supportive, enthusiastic and intelligent group of people.	People at Work Culture Customers Community	
10	I'm a problem solver, and the rate at which we get to solve problems at Alectrona is much more frequent than anywhere I've ever worked before. I like to work independently and with a team, so you get the best of both worlds there as well. I thoroughly enjoy working alongside my coworkers to help our customers succeed with Apple.	People at Work Culture Growth (Personal / Professio... Product	
10	Quality of the team and intellectual stimulation of the work.	People at Work Product Atmosphere (Feeling)	
10	Great people. Super smart and just genuinely always trying to do the right thing. Also selectively choosing customers who are pretty great to work with is important too. Being able to be proud of the work we do makes this a wonderful place to be.	People at Work Company Vision / Mission / V... Atmosphere (Feeling) Ethics / Honesty	
10	Terrific benefits, a team that works well together, support and leadership that understands what its employees need to get the job done.	People at Work Leadership / Management Benefits	
10	The quality and attention to detail this company brings is amazing.	Company Vision / Mission / V... Product Processes / Policies / Regulati...	
10	General friendliness and atmosphere. I also appreciate the high technical skills everyone has along with the willingness to help teach and show the ropes. It genuinely makes it a pleasure to "come to work" each day.	People at Work Culture Growth (Personal / Professio... Communication Atmosphere (Feeling) Training	
9	The organization is flexible and curious, and works hard to let people do what they're good at. It's very customer focused but not in a way that means doing things you don't agree with; Chad's firm that the right way is both the best way and the way that's right for the client.	People at Work Customers	
9	It's a place that welcomes individuality and provides opportunities to grow. There's a diverse set of very talented people working here that all aim to do their best work and inspire others to do the same. To add to that, there's an open willingness to teach and work with one another to help foster a sense of cohesion, which helps create's a great work culture.	People at Work Culture Growth (Personal / Professio... Advancement / Promotions Diversity	



# Thank You

We'd love to connect and discuss this topic more!

*Visit [alectrona.com/MacAdmins2023](https://alectrona.com/MacAdmins2023)  
for this presentation and more info!*

Give us feedback on today's talk:



Justin Henderson

LinkedIn: @justinhenderson





Electrona

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