

Customer service: a culture of teamwork at NEC

By Shane White
U.S. Army Signal Network
Enterprise Center

As ambassadors who strive to provide great customer service, the U.S. Army Signal Network Enterprise Center at Joint Base San Antonio-Fort Sam Houston wants to thank its customers during the second annual Customer Appreciation Day at 11 a.m. Thursday in building 2265.

English naturalist and geologist Charles Darwin once said: "It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change."

It is this ideal that NEC sets out to follow, as the center continually strives to upgrade its customer service approach for information technology excellence. Our goal is to exceed the boundaries of antiquated ideologies, while advancing a new era of customer satisfaction.

We want you, our customers, to share our enthusiasm in servicing your unit's critical mission objectives and individual IT needs.

One specific skill crucial to customer service success is teamwork. Teamwork has long been an Army goal, but what is teamwork and how can it be beneficial?



"Teamwork is the ability to work together toward a common vision. It is the ability to direct individual accomplishment toward organizational objectives," said philanthropist and businessman Andrew Carnegie. "It is the fuel that allows common people to attain uncommon results."

At JBSA-Fort Sam Houston, these "uncommon results" are largely due to our mission partners' commitment and support of great teamwork as outlined by the examples below:

- Communicate constantly and be open to new or better ideas: The 502nd Air Base Wing

Public Affairs Office has been our ally in getting critical information out in a timely manner in the News Leader, as well as the 502nd Installation Support Group via the "Admin Info" bulletins.

- Function as an active participant and cooperate with other members: Standing up the Senior Chief Information Council and Information Management Support Council have been crucial to fostering partnerships.

- Remain flexible but push one's own original ideas while staying loyal to the end state goal: Our mission partners have shown great fluidity during the current JBSA-Fort Sam Houston

Network Modernization initiative in moving towards a joint information environment.

- Treat other team members in a respectful and supportive manner: One of our valued customers stated "I have never felt like another number in a queue or a statistic on a sheet. I always feel like a valued member of a team striving to achieve a common goal." That says it all.

The NEC will continue to strive to meet customer needs and push the envelope on new and oncoming advances and improvements in keeping your organizations technologically relevant.

Did you know?

One of the best things about ICE is that people can let service providers know when they do a great job, not just for poor service. It takes 5 minutes or less to submit a comment at <http://ice.disa.mil>.

