

---

# How to go from “That’s Your Problem” to “That’s Our Problem”

Maritz IT Services Culture Journey

Kim Clark, PMP

Vice President, Project Management Office

Who is Maritz?

We've been around *a long time.*



### Longevity

In 1894 Edward Maritz started the E. Maritz Jewelry company, a wholesaler and manufacturer of fine jewelry and engraved watches.



### Innovation

Reinvention is in our DNA. We pioneered the incentives industry, revolutionized meeting planning, and are transforming customer experiences. In short, we never stop exploring what's next.



### People-Focused

It's always been about people for us. Whether you're our client, employee, or a program participant, we value you as a person. It's our strength. And when you work with us, it's yours.

Who is Maritz?

# Maritz Customers

---

HSBC

GM

GMC

BEST BUY

citi

STAPLES

CISCO

at&t

Ford

SUNTRUST

HHONORS  
HILTON WORLDWIDE

Southwest

Marriott

Cadillac

Kimberly-Clark  
PROFESSIONAL

Microsoft

AMERICAN  
EXPRESS

NOVARTIS

Bank of America

WELLS  
FARGO

NISSAN

SUBWAY

TOYOTA

HOME  
DEPOT

YAHOO!

...and many  
more

# The "IT" Machine

---

Welcome to  
the IT  
Machine!



The ONLY  
choice for  
your IT  
needs



How did we respond?

---



# Perception vs Reality

---

This is how we **THOUGHT** we were Perceived



This was reality

I just don't see the **value**.





 Maritz® | IT Services



ES AND EXPERIENCES THAT ENABLE OUR CUSTOMERS

FOCUS ON CUSTOMER SUCCESS

BE CONSULTATIVE

BE INNOVATIVE

FOCUS ON CULTURE & PERSONAL GROWTH

GOALS

SERVICE CULTURE

WHO WE ARE:

We are a consultative customer-focused organization that delivers and supports the Maritz business range of solutions that consume, appropriate and create business value.

Anticipate

Collaborate

WHAT WE VALUE

IMPACT



JUDGMENT



COMMUNICATION



PASSION



JOB KNOWLEDGE

and

STRATEGIES

DEDICATION TO EVERY CUSTOMER'S SUCCESS

Build meaningful relationships with customers to provide a portfolio of competitive solutions and a variety of service options. Maintain, monitor and adapt our offerings while tailoring them to our customers' unique needs. Focus on making our customers' lives easier on their own terms.

PROVIDE SERVICE OPTIONS AND A POSITIVE EXPERIENCE

Partner with our customers, anticipate their needs and act in an impactful and consultative manner. Offer IT services that capitalize on our in-depth business, industry and Maritz knowledge. Our customers rely on us to provide educated and honest advice, expertise and best practices.

INNOVATION THAT MATTERS, FOR OUR CUSTOMERS AND OUR PEOPLE

We are forward thinkers who use our best judgment to provide solutions that create experiences better. Think big that take small steps towards the goal to better serve customers. Explore new ideas and build on the ideas of others.

PROFESSIONAL AND PERSONAL GROWTH

Empower, invest in and support our people to deliver services with a focus on quality, customer experience, innovation and recognition.