MANAGED SERVICES

Supporting Your Business Growth

EACS — Making IT Work

MANAGED SERVICES

At a Glance

- 24x7x365 UK Service Desk
- ISO 27001 and Cyber Essentials+
- Deep technical expertise
- ITIL aligned service
- KPIs and Service Delivery reporting

Customised To Fit

- Full outsource service
- 1st/2nd line support only
- Infrastructure management
- Flexible resourcing
- Onsite engineer
- Technology-specific technical escalations

Key Facts

- We handle over 3000 calls a month on the Service Desk
- Over 70% of issues are fixed same day by the team
- Our phones ring for under 15 seconds on average

Our Services

- Managed Support
- Apple Support
- Managed Print
- Managed Network
- Managed Security
- Managed Backup & DR
- Onsite Resource
- Virtual CIO

IT can be difficult

With increasing demands being placed upon them, IT teams are under pressure to do more with less. Finding the time to manage and maintain their environments while also deliver projects that add real value to their organisation is proving a headache. Allied to this, the pace of change of technology today makes it difficult to keep up with the new features and best practices of the solutions that underpin their businesses.

More and more businesses are focussing on their core area of expertise and choosing to work with a partner to spread the load.

Why EACS?

EACS has over 20 years experience supporting our customers. Our team are experts in proactively monitoring and maintaining complex infrastructures, with deep expertise in a wide range of technologies.

We're proud of our technical depth, demonstrated by the partnership levels we hold with our chosen technology vendors, but we understand Managed Services is not just about technical excellence—it's about understanding our customers and delivering the service that's right for them.

How we do It

The 24x7 Service Desk team, based out of Huntingdon and London, adopt an ITIL aligned model that means our customers are at the heart of everything we do. Service excellence is not just fixing an issue; it's spotting the trend, analysing the root cause and implementing solutions that let you get on with what matters to you most.

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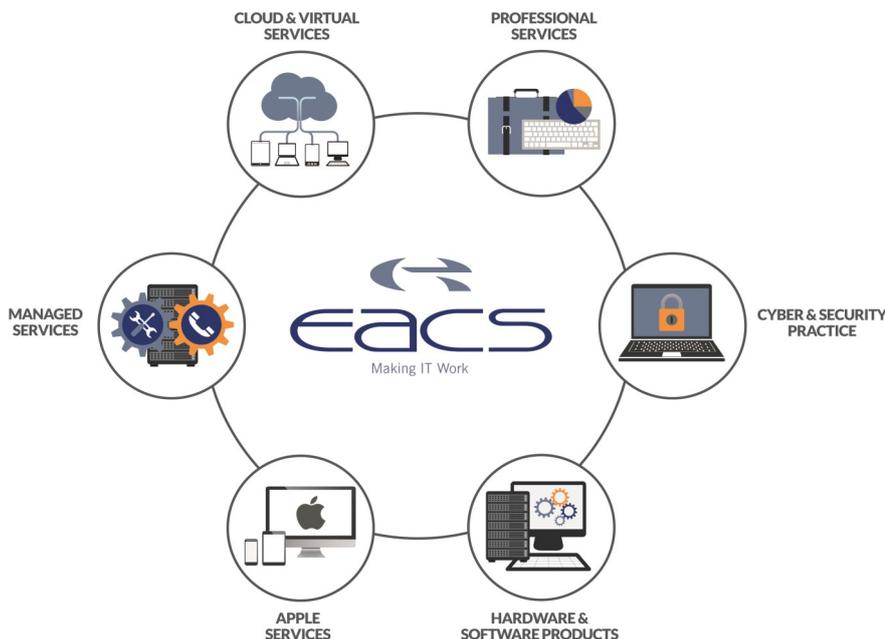MANAGED SERVICES

A layered approach

We understand that managing your infrastructure is just one part of the puzzle. EACS offers other services including:

- **Disaster Recovery** services to keep your critical systems running 24x7
- **Workplace Recovery** to ensure you can still serve your customers even if you can't get to your office
- **Advisory and Consultancy** services that give you a different perspective
- **Cyber Security** services to help you protect against ransomware, viruses and other threats

Getting started

Contact EACS today to discuss how we can help support your organisation. From an extension of your team through to a full outsource arrangement, you can benefit from stronger alignment between IT and the business and begin the journey to change IT from a cost centre into something that helps you stand out from the crowd in your industry.

EACS provide IT products, solutions and services to help your business grow, reduce cost and improve efficiency. With a focus on core IT, including cloud services and cyber security, we support both Microsoft and apple environments.

CLOUD & VIRTUAL SERVICES
PROFESSIONAL SERVICES
MANAGED SERVICES
CYBER & SECURITY PRACTICE
APPLE SERVICES
HARDWARE & SOFTWARE PRODUCTS

EACS
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Our Partners:

DELL EMC PARTNER GOLD

PC Partner Lenovo Silver

vmware PARTNER ENTERPRISE SOLUTION PROVIDER

Data Center Partner Lenovo Gold

mimecast Premier Partner

Hewlett Packard Enterprise Silver Partner

hp Partner First Gold

NUTANIX Authorized Consulting Partner

Sophos Platinum Partner

NetApp GOLD PARTNER PROFESSIONAL SERVICES SUPPORT SERVICES

Microsoft Partner — Gold Cloud Productivity, Gold Cloud Platform, Gold Enterprise Mobility Management, Gold Datacenter

CITRIX Partner

ISO accreditations:

CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM — URS — ISO 14001

CERTIFIED INFORMATION SECURITY MANAGEMENT SYSTEM — URS — ISO 27001

CERTIFIED QUALITY MANAGEMENT SYSTEM — URS — ISO 9001

CERTIFIED OCCUPATIONAL HEALTH AND SAFETY SYSTEM — URS — ISO 45001