



EACS IT MANAGED SERVICES

Supporting Your Business Growth

Customised to fit

- End to end IT Managed Services
- 1st/2nd line support only
- Infrastructure management
- Flexible resourcing
- Technology-specific technical escalations

Benefits

- Peace of mind
- Deep technical expertise
- Service designed to fit you
- Reduce cost and improve service levels
- Value for money
- Granular reporting
- Full compliance
- Cost control
- Reduce risk
- Innovation

Key facts

- We take over 3500 calls a month on the Service Desk
- Over 7000 tickets each month
- Over 71% of issues are resolved within 24 hours
- Over 60% of issues are resolved the same day
- 30% of all issues resolved in 30 minutes
- Average Answer time is 8 Seconds for 92% of calls
- Average Customer Satisfaction derived from Ticket Closure Survey is 94%
- We have supported over 2500 clients

"The Quality of the people we work with and the service delivered is second to none"

The IT landscape is ever changing and keeping on top of it, ever more difficult whilst remaining cost conscious.

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.

EACS IT Managed Services enable you to reduce cost and improve service levels. Experts in the delivery of IT services to the Mid Market we ensure you stay working and your customers remain your prime focus.

EACS IT Managed Services wrap around your own IT service delivery model at any level required, based on what you NEED and where YOU want to take your business.

Control rests with you, but you benefit from improved performance, assured service levels and reduced risk.

Why EACS?

EACS has over 25 years' experience supporting our customers. Our team is an expert 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 EACS Service Desk team, based in Huntingdon and a satellite office in 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.

"The consultants at EACS have the skills and experience to cope with any situation that might arise, and the services are cost effective, so we have no IT issues and I'm free to focus on other things."

Joe Bichard, Head of Operations at Emperor



Ours is an "always available" solution for the Mid Market



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A layered approach

EACS IT Managed Services include: managed support, Apple support, managed print, managed network, managed security, managed backup & DR, onsite resource and virtual CIO.

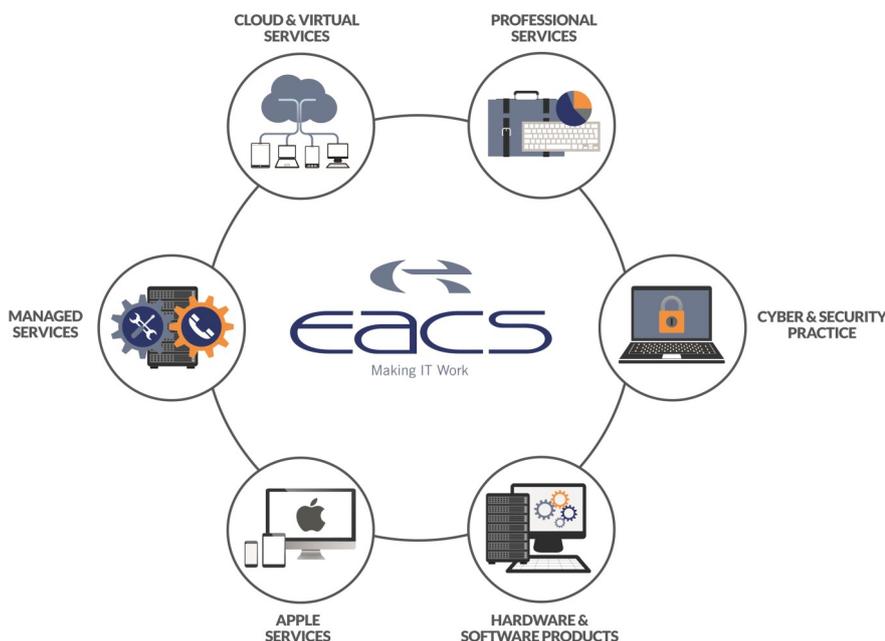
We understand that managing your infrastructure is just one part of the puzzle. EACS offer other services including:

- **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.



Our Partners:



ISO accreditations:

