



## Flexible 24/7 support packages to suit you

The world of work has changed. Traditional support during core hours will not work for the modern working environment and such eacs IT Managed Services is now available 24 hours a day 365 days a year – a true 24/7 service. As experts in the delivery of IT services to the Mid Market we ensure you stay working and your customers remain your prime focus.



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.



### Key Benefits

By transforming the way in which you access and use your digital information you could quickly realise the following benefits:

- // Service designed to fit you
- // Continuity of support analysts and knowledge
- // Deep technical expertise
- // Delivering peace of mind
- // Cost effective and efficient Service delivering Value for money
- // Innovation at the heart
- // Delivering Granular reporting
- // Reducing downtime with OOO patching
- // Ensuring Full compliance
- // Reducing your risk profile

# Deep Technical expertise when you need it most



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. So why eacs?

Well every month are team of experts :-

// Handle over 6000 calls a month from over 20 different sectors throughout the UK

// Achieve an average Customer Satisfaction Survey rate of 94%

// Have an average call answer time of 8 Seconds for 92% of all calls

// Resolve over 7000 tickets each month of which:

// 30% are within 30 minutes

// 60% are the very same day

// 71% are within 24 hours

*"The technical 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."*

Head of Operations,  
Design Company



# A flexible service when you need it most!

Our IT Managed Services wrap around your own IT service delivery model at any level required, based on what you NEED when YOU need it. As part of our 24/7 service you will get access to our experts who can provide you with :-

- // A true end to end IT Managed Service
- // 1st, 2nd or 3rd line support options
- // Infrastructure management
- // Flexible resourcing
- // Technology-specific technical escalations
- // Apple Support
- // Managed Print
- // Managed Network
- // Managed security
- // Managed Backup

Customer Satisfaction Rating\*

