



## Optimise Feedback

Nearly 900 people attended this year's virtual Optimise event, making it the biggest event we've ever held. We had some fantastic feedback from our attendees, and we've listed just a few of the many comments we received from our customers:

- "WOW eacs, what an awesome platform - this is really cool! Looking forward to the event over the next 3 days."
- "Well done eacs, this is a great vehicle to get me totally up to speed on what I need to know for my company. Fabulous platform and some great presentations so far - this is the way to go"
- "Just wanted to say eacs, this is the best event I have attended this year – it's fantastic. Great to be able to connect with industry leaders on topics that we need to reflect on."
- "I think it's great. Quite like the way it is all set up and very user friendly from my perspective"
- "Seriously, it is an excellent idea and concept and realisation. And on top of that any delegate can seek for more info for a year... brilliant!"

## eacs in the News

eacs has been written about heavily in the news this month, and we have featured in the following publications:

- [New Statesman](#)
- [Healthcare Business Time](#)
- [Business News Wales](#)
- [Open Access Government](#)
- [Connect-World](#)
- [Channel Eye](#)

## Oracle 11g

From the 31st December 2020, support is ending on Oracle's 11g database. This could have a huge impact on the security of your business if you continue running 11g after this deadline and carries a significant risk to performance should a significant database incident occur.

Therefore, Oracle 11g users have a decision to make on what action to take. You can read about the potential choices you have on offer [here](#) or you can contact our team for further support and guidance.

## Introduction

Welcome to the tenth edition of eacs news - the non-technical overview of what's what in the world of eacs and IT in general. First all we would like to take the opportunity to wish everyone a Happy Christmas and hope you all stay safe over the festive and New year period. If you have any questions or want to discuss anything included in this newsletter, please contact us at [marketing@eacs.com](mailto:marketing@eacs.com).

## Optimise IT 2020

In November, eacs held our yearly Optimise IT event, bringing our partners and customers together for the largest independent IT conference in the UK. Due to the Coronavirus Pandemic, we decided to make this year's Optimise virtual, giving people the chance to watch all our KeyNote and breakout sessions and chat with our partners at their virtual booths, all from the comfort of their own home!

Held from the 10th—12th November, Optimise was a huge success enjoyed by everyone. Below we have listed some of the key numbers from this year's event:

- Optimise 2020 was #thebiggest1 yet, with almost 900 registered delegates
- Over 8,500 total content views
- Over 3,000 downloads
- A combined 472 hours spent viewing the webinars over the course of the 3 days

And these figures are only going to rise, with all registered delegates having the ability to enter the platform and download and watch all our content again for another 12 months!

If you've not already registered, you've not missed out fully yet. Sign up [here](#) for free for all of the following features:

## Auditorium

Watch all four of our KeyNote sessions in their entirety, with talks from Sophos, Microsoft, NetApp and a special Q&A session with Rugby World Cup Winner Matt Dawson.



## Exhibitor Hall

Learn more about all of our Optimise 2020 partners by visiting their virtual exhibition stands and put whatever you'd like in your briefcase to go back to whenever you want.



## Webinars

Catch up on 35 exclusive webinar events held by experts in some of the biggest names in IT today, all available to watch whenever you have a free 20 minutes!



## Contact us

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## Some of our Key Partners





## Going the Extra Mile

We always put our customers first, but that does not mean we put our staff second. Below are some of the positive feedback we've received from our customers to people delivering great service. Keep up the hard work!

- "Augustinas has dealt with a number of my tickets since I started around two months ago and every experience I've had so far has been positive. He's dealt with everything quickly, patiently & professionally."
- "Janaid was excellent - patient, helpful and took time out of his evening to help me fix my laptop."
- "Thanks to Tom for quickly sorting out my issue and explaining the problem so I will understand in future."
- "Thanks for solving several other issues outside of the ticket Jack, and doing so efficiently too."

## Blogs

Our team of experts have written a number of thought provoking blogs that are available on our website. Updated on a regular basis, we touch upon the real issues that you and the whole IT community are facing. Access the full library [here](#) for free.

## Apple Big Sur (MacOS 11) Upgrade

Apple have recently released their latest major operating system upgrade, moving from Catalina (10.15.7) to Big Sur (MacOS 11). This is a major change and Apple will do their best to encourage you to upgrade from day one. Past experience tells us that early adopters find they have unexpected results with applications not performing as expected. If have questions regarding this new release, please speak to eacs.

## eacs Launches Dedicated Digital Transformation Team

Off the back of our recent refinancing deal, eacs has launched a [new Digital Transformation team](#), helping our customers accelerate plans to digitally transform operations and help deliver more flexible ways of working.

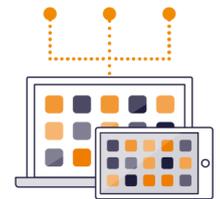
Kevin Timms, Chairman and Chief Executive of eacs, commented: "By providing our customers with a more comprehensive level of support and access to real experts, we can ensure we are satisfying the increasing demand for our services, whilst also helping our clients fast track their Digital Transformation plans. Our objective has always been to provide the right solutions together with the necessary support to our growing portfolio of customers and thereby allowing the business to move to the next level for our clients."



If you're interested in digital transformation for your business, start by taking our [short questionnaire](#) and our team will be in touch to further discuss your needs and give you the advantage over your competition.

## eacs Apps & Data Services

You may have noticed that we have recently updated our circle of services, introducing our new Apps & Data services. You can read more about the services we provide on our [website](#), and make sure to register for Optimise for free to download our brand new datasheets and watch a number of informative breakout sessions from our Apps & Data team, including a look at how to secure the Hybrid Office Worker and another session focusing on how to support your remote colleagues with the Microsoft Power Platform.



## Microsoft Certifications

As part of the development of our new Apps & Data services, we are proud to say we are now an official Microsoft Power Apps & Power Automate partner! Over recent months we have invested in this area of the business, and the approval of a partner status is testament to the proven skills and expertise we have available to help you use the Microsoft Power Platform to help you with your digital transformation plans.



## Case Studies

We believe we're great at what we do, and we have a number of case studies on our website to prove it. Whether you're looking for a new cloud solution or assistance with infrastructure expansions, eacs can help. Take a look at our recent case studies from our partners **Allvotec & SymVoll** as well as all of our older ones [here](#).

## Optimise 2021 Event

After the success of #Optimise2020 we will be hosting a number of half-day virtual events focusing on the issues that matter to you. Join us on the 28th January for a morning dedicated to the Power Platform and how it can help you transform your business processes. The morning will include a KeyNote, webinars as well as a Q&A session with our experts who will answer your questions about Apps & Data. So make sure you keep an eye out for more information, including how you can register for this exciting event.

As we draw towards the end of the year, we're still working hard to provide our best-in-class service to all our customers. Keep up to date with all of our latest news by following our social media channels, with some big announcements planned in the coming weeks.

## Delivering Excellence!



## Contact us

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