

Nominee: EACS

Nomination title: EACS for Managed Services Provider of the Year

Founded in 1994, EACS is an award winning and trusted provider of practical, innovative and cost-effective managed services to a wide range of UK organisations of all sizes. Indeed, one of the key contributing factors to EACS' success is that it is able to supply a broad range of services, allowing it to establish deeper relationships with its clients, generating a strong and loyal customer base. The company has a customer retention rate of over 90% and the average lifespan of a customer is 5 years, although EACS has been working with some clients for over 15 years.

Since its inception the business has constantly evolved in order to best serve the needs of its customers, maintaining healthy balance sheets with a turnover of £18million as of this financial year. The most recent stage of EACS' progression was its acquisition by Streamwire in May 2017. EACS and Streamwire are both established and award winning managed service providers and together their many synergies have created vast opportunities for growth.

The acquisition has bolstered EACS' ability to provide comprehensive end-to-end IT services and support in a rapidly changing market. The two companies are fully integrated and go by the name of EACS and are a wholly owned subsidiary of Streamwire Group. Now, the combined company is perfectly positioned to offer professional and managed services in 'core' IT – cloud based solutions, cybersecurity and high quality, reliable support services.

Fairtrade Foundation

The Fairtrade Foundation is a charity based in the United Kingdom that works to empower disadvantaged producers in developing countries by tackling injustice in conventional trade, in particular by promoting and licensing the Fairtrade Mark, a guarantee that products retailed in the UK have been produced in accordance with internationally agreed Fairtrade standards.

The charity faced a number of IT challenges, especially in terms of its business continuity plan which was far from robust. The lack of resiliency meant that IT users were being significantly impacted and this IT downtime was affecting staff productivity, taking away time that could be dedicated to the rest of the business. This was a major pain point.

The Fairtrade Foundation turned to EACS for a predictable service delivery for every element of IT within the organisation. A key driver for this decision was the need for a single point of contact, instead of having one provider for servers, one for backups and one for desktops. In choosing EACS, Fairtrade Foundation's objectives were to ensure that communications were as straightforward as possible, the reporting was clear and that the outsourced organisation properly understood the charity's needs.

EACS supplied a server monitoring and patching service, as well as an online backup service. Since the implementation, the Fairtrade Foundation has been able to benefit from improved service security and resilience, reduced downtime with all servers, and improved business continuity. The result of this is a significantly improved service for end users and external customers. Now, the IT team is free to be more proactive in daily work and staff members are much more productive and do not have to worry about IT breaking down.

Lastly, the Fairtrade Foundation benefits from real value for money – something that's crucial for the charity.

View the full video case study here: https://www.youtube.com/watch?v=AbYSc_JJq3c

East Anglia's Children's Hospices (EACH)

EACH supports families and cares for children and young people with life-threatening conditions across Cambridgeshire, Essex, Norfolk and Suffolk. The charity is committed to delivering care wherever the family wishes, whether that's at home or one of the three hospices. As the charity has numerous staff members who work at multiple sites, effective remote working capabilities are crucial.

EACS has partnered with EACH for many years, providing a fully hosted IT environment. One of EACH's main objectives is to constantly improve the care delivered. As such, EACS has helped create a system whereby information can be recorded and easily accessed, reducing the amount of paperwork for care staff, so they can focus on the delivery care for children and their families.

Prior to EACS, EACH was unable to access the NHS system records, due to strict security compliance measures. EACS successfully worked with the charity to find the best solution to meet the NHS' strict security compliance guidelines.

Since then some of the major benefits have been superb information management, which really shapes the quality of care delivered to children and their families. Care staff can now access and update patient records in real time, irrespective of location. This means that EACH can extract information and make decisions about the care that's delivered to better meet the needs of children and their families.

View the full video case study here:

<https://www.youtube.com/watch?v=FBLRaOxsCsE&feature=youtu.be>

The company's partnerships with market leading manufacturers mean EACS is positioned to provide organisations with the highest level of expertise and quality.

Key accreditations include the following:

- Citrix Gold Solution Advisor
- Microsoft Gold Partner
- NetApp Gold Partner
- VMware Enterprise Solutions Provider
- HPE Silver Partner
- Dell EMC Authorised Partner

"Our partnership with EACS makes sound financial sense and, as a charity, this is hugely important to us. This means that we don't have to invest in and maintain internal servers and recruit specialist IT staff. The working relationship we have with EACS means that they support, develop and help us overcome the remote working challenges that we face. We'd absolutely recommend EACS, they are a natural partner and together we've delivered an elegant, efficient and reliable system that we hope will be emulated by children's hospices across the UK."

- Simon Hemsall, Head of Marketing & Communications at EACH

"We chose EACS because they had a friendly and relaxed communication style, both in the pre-sale process and in their subsequent account management. Most importantly, as we are a not for profit organisation, EACS provides us with real value for money. I would have no hesitation in

recommending them to any other organisations, both for their friendly and relaxed style but also because of the resilient solutions that they delivered.”

- **Noel Cresswell, Head of IT & Facilities at the Fairtrade Foundation**

Why nominee should win

- **Continued evolution, including recent acquisition, that enables EACS to best serve the needs of its customers.**
- **Strong and loyal client base with exceptional retention rates.**
- **Ability to provide comprehensive end-to-end IT services and support in a rapidly changing market.**
- **The company’s partnerships with market leading manufacturers that mean EACS is positioned to provide organisations with the highest level of expertise and quality.**
- **Exceptional customer feedback, demonstrating EACS’ commitment to excellent customer service.**