



CASE STUDY

We supported ECOM for efficient two-hour customer setup

With our help, ECOM can now offer data-driven, improved services with quicker response times.

We managed to help ECOM receive support from Microsoft and ensure they didn't have to pay any additional fees. ECOM restructured their client's whole business so that they could work throughout the whole of the UK. ECOM were able to boost their client's security, implement their MFA and compliance, improve services and response times.

Customer up and running within 2 hours

Overview of ECOM

ECOM is a friendly, award-winning IT provider that has helped hundreds of organisations succeed with their IT since 1998.

www.ecom.uk.com

ECOM's goals

- ECOM want to try and streamline the business so that services are easily accessible, simplified and profitable.
- More easily maintain customers and allocate new licenses from the platform.
- Migration, agility, on-premises service with an Azure based platform.

Our solutions

- ✓ Focus on the client, if there is a problem we monitor the issue until resolution.
- ✓ One dedicated contact within Exertis Cloud – a personal feel without being passed to different people.
- ✓ An unbiased opinion of the best solution, with recommendations being made for a bespoke solution based on client needs.
- ✓ Great, easy-to-navigate portal.

Benefits of Exertis:



People

A specialist team of real, UK-based people supports you strategically and operationally 24/7 - no unmanaged accounts or offshore support.



Platform

A #1 platform experience that will save you time, energy, and money with automated billing, native integrations and bespoke reporting.



Profitability

We offer enablement designed to help you grow including training workshops, rebate support, lead gen campaigns, free health checks, 365 optimisation, and more.



Our client had a Microsoft Azure issue where the customer environment was hacked. With Exertis Cloud's help, we managed to get support from Microsoft on what was a clear case of cyber fraud. Microsoft took responsibility for the issue on their side of things, which was great news, as we were worried we'd have to front the bill.

You can tell that Exertis Cloud is after a long-term relationship, and you know what you're going to get, the value. It feels like Exertis Cloud is an extension of our team.

Lloyd Harris
Managing Director, ECOM UK Limited