



\\What makes EDS different?

EDS enterprise
data
solutions

www.edsuk.co.uk

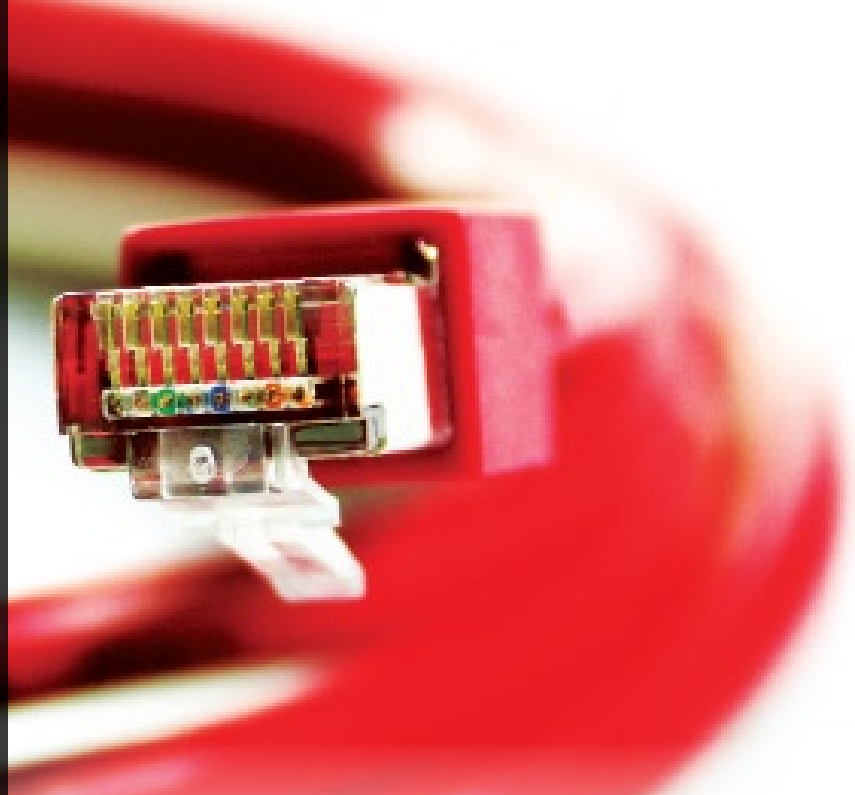
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Tel: 0845 644 4774

Web: www.edsuk.co.uk



"Lear Group has been associated with Enterprise Data Solutions for nearly fourteen years, our continuing relationship is testimony to the fact that EDS continually understand our needs, anticipate the inevitable frustrations that non I.T people such as ourselves encounter and manage our expectations at all times."

Carl B Cooper, Finance Director, Lear Group

\\Hands on

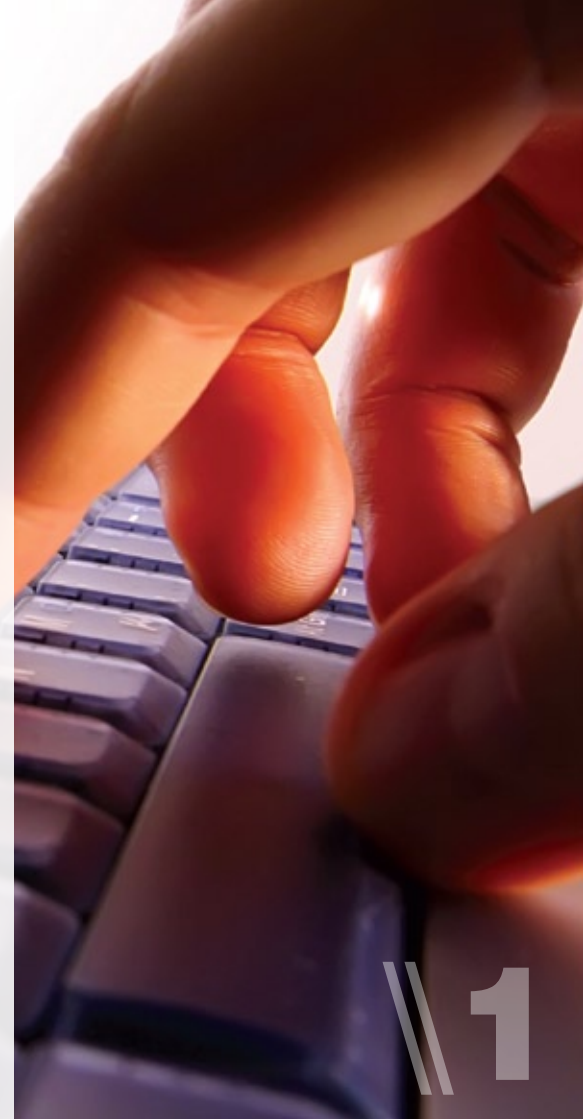
We really are 'Hands on'

All you really want is for your IT to work properly without having to employ an entire department to make sure it does.

EDS's dedicated support teams can provide exactly the level of service your organisation needs in a friendly, helpful and cost efficient manner.

Unlike the majority of IT support organisations EDS has a dedicated team of consultants and specialists who work along side our support staff.

They research, evaluate, test and source a comprehensive cross section of all new technologies to ensure that we are in the best position to recommend and supply equipment and services to our customer base that is not only highly cost efficient but also robust and fit for purpose.



\\Three options for support

Not just one approach - but three..

We have a range of IT support packages to suit your budget and more importantly to keep your IT Systems working.

Depending on your needs, our role can be from simply "fix it when it's broke" to "us being your IT department" where you outsource all your IT requirements to us.

We can then operate as your virtual IT Director planning ahead to adapt new technologies, avoiding down-time and extra costs. Talk to one of our friendly team and we'll identify the service level most appropriate to you.

"With intense demand being placed on Information Technology Services and rapid acceptance of Information Technology within businesses, it is essential to have trusted, competent and experienced individuals to provide service when you need it most. The EDS people fit the bill perfectly"

**Lee Williams MBE, Managing Director,
Universal Service Solutions**





Option one

Some companies do not want to be tied into a service contract, because they feel that do not have regular IT problems to warrant the costs.

Our Option 1 is where you only pay for the support when you need our expert support or assistance. We have reasonable call out charges and engineer rates to suit the level of support required including remote support which fixes around 90% of issues without having to visit the site.



Option two

Companies who do not want to be tied into a full service contract but want a little more comfort than offered in our option 1... then option 2 may give you that peace of mind of knowing that help is at hand whenever it is required.

- For a small yearly retainer Option 2 includes:
- Realistic Telephone support + 5 remote sessions (up to 30 minutes each)
- Discounted rates for Call out charges, remote & Engineer's support
- Guaranteed next day on-site support if required



Option three

EDS Maintenance Support Bonds (MSB) is the most flexible and innovative way to use EDS's services. It ensures that you get real value for your money when you need it.

Key Benefits:

- Guaranteed response times
- Reduced rates
- Flexibility – Can be used for any of our services
- Proactive support

Bonds are purchased in multiples of 50 and the more bonds purchased the lower the unit bond cost. Bonds are then traded in for services or equipment supplied by us.

To discover how EDS can help with your IT requirements call us on 0845 644 4774 or visit our website at www.edsuk.co.uk



\\Hardware & Software

EDS is able to meet an extremely wide range of hardware and software requirements. We assume the role of a centralised source for all necessary components for our clients.

Working with the professionals

At EDS, we specialise in sourcing hardware and software solutions for our clients. We are a reseller of all major brands of hardware and software and we can provide any equipment you require for your business needs.

\\Networks & Data

IT networks are now an integral and important part of the way that businesses operate today and therefore network design and installation is the key to the success of your long-term IT strategy.

Get it right at the beginning and your on-going support costs will be greatly reduced as you go forward. EDS delivers scalable network solutions to ensure that you get the right network and cabling structure for your organisation and its operations - and with the flexibility to grow as your business expands.



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"In all these years, they have never once let us down. When equipment was needed, it's always been the right equipment for the job and has been provided quickly, efficiently and at competitive prices"

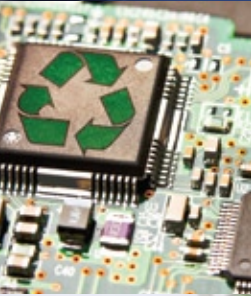
Patsy Musto - French Encounters



\\Internet Services

It's all in the POWER of the net

The tremendous growth and power of the Internet has enable companies to utilise corporate level IT solutions without the huge technological investments normally associated with these corporate solutions. This Internet revolution has empowered SME's to develop secure IT infrastructures needed to compete successfully in today's market place, increasing productivity and efficiency.



\\IT Disposal & Recycling

EDS offers a flexible, customer driven computer recycling service, allowing us to fulfill your legal Duty of Care under both the Environmental Protection Act and the Data Protection Act. Our service is fully compliant with the WEEE Directive and the ISO 9001, 14001 and 27001 standards. In association with one of the country's leading companies for secure IT disposal and recycling, we provide a complete auditable service.



\\Consultancy

Consultancy in IT can mean many different things but at EDS we know that most importantly our client's, need good honest advice that leads to the most efficient technical solution for their budgets.

If you are just setting up your business and need expert advice on the right equipment and software or you may already be in business and need to expand. EDS will work with you to formulate the IT strategy that will be of greatest benefit to your business. We take the time to ensure that we understand your business functions and budget and will take your specifications into account.





Enterprise Data Solutions
Enterprise House
130-134 Bristnall Hall Road
Oldbury
West Midlands
B68 9TX

Tel: 0845 644 4774
Fax: +44 (0) 121 285 3333

Email: info@edsuk.co.uk
Web: www.edsuk.co.uk

