



EBM

MANAGED
SERVICES
GROUP



IT SUPPORT
MANAGED PRINT
TELECOMS





ABOUT EBM

We're about quality.

It's an approach that's done EBM well over the years. EBM began as a Witham-based photocopier repair business in 2005. Since then, we've grown steadily.

Today, EBM delivers quality IT, Managed Print and Telecoms services to SMEs across East Anglia.

As a business quality guides everything we do: as a supplier, as an employer, as a member of the community.

It's about doing things right.

Find out more about EBM at:
www.ebmltd.co.uk

CONTENTS

About EBM	1
IT Support	3
Managed Print	5
Telecoms	7
Why EBM?	9
What our Clients Say	10

When did
you last
review your
agreements?

Invite us in and find out
how working with EBM
will benefit your business.



IT Support from EBM makes running your business easier. Speak to one of our team today and find out how: 01376 512 575

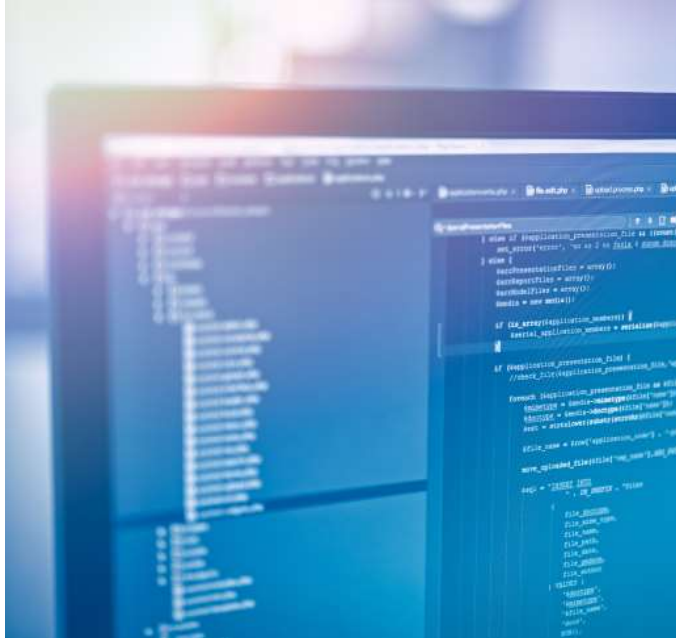
IT SUPPORT

Getting **frustrated** with your current IT supplier?

So were we!
So we built our own...

Developed for SMEs by an SME, it's designed to deal with the most common and most frustrating pain points: No jargon. No email tickets. No waiting days for a response.

Just friendly, experienced professionals at the end of the phone, ready to act.



IT support that's best for your business,
not your provider.

Completely customisable IT support built
around four pillars:

Help Desk

*Responsive specialists
working without jargon
and at the end of the
phone.*

Hardware & Software

*Market-leading software
solutions and quality,
reliable devices with a
technology upgrade
every three years.*

Networks & Infrastructure

*Clear, logical system
setup; fully functional
remote desktops; and
cloud hosting.*

Security & Disaster Recovery

*Anti-virus, email
monitoring, spam filters,
proactive system
monitoring and
planning for disaster
recovery.*

- **Simple:** Clear contracts, simple pricing and absolutely no jargon.
- **Quick:** Guaranteed response times, handled by friendly humans at the end of the phone.
- **Easy:** Efficient and experienced IT technicians get your system working at its best, and keep it there.



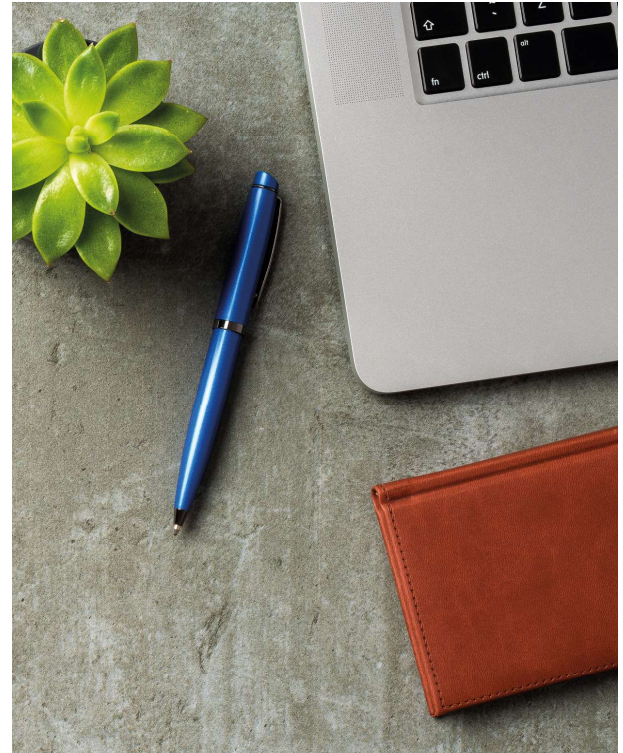
Did you know...

EBM provide
carbon neutral print
options through our free-of-charge
Green Print Programme (GPP)?

We work out the carbon used by your device each
year and offset it in a verified programme. You
receive annual reports detailing the difference
made by printing with EBM.

At EBM, we care about reducing our impact on the
environment. What can't be reduced, we offset.

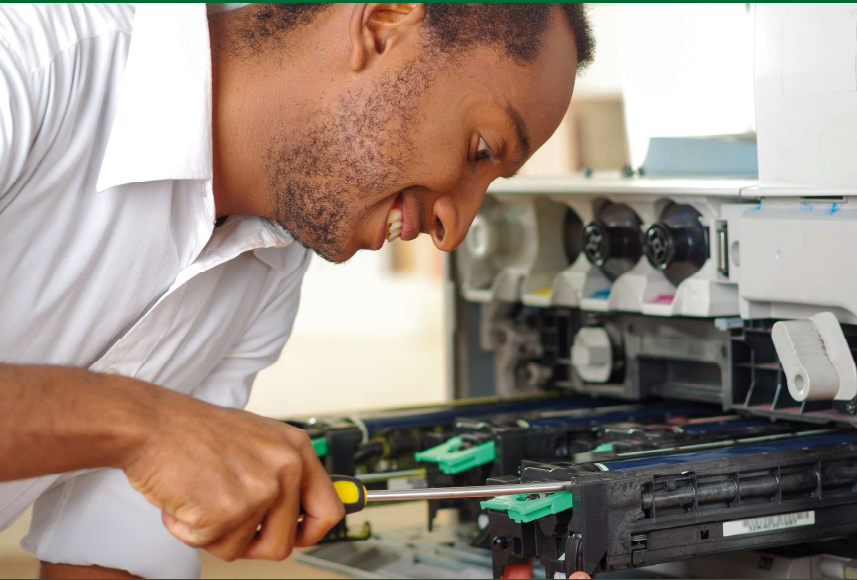
We run our buildings on electricity from 100%
renewable sources and we help our clients through
the GPP and by providing eco-friendly and/or
recycled print devices.



Looking to be greener?
Find out more: 01376 512 575 or
ebmltd.co.uk/about/carbon-neutral-printing



MANAGED PRINT



Great devices. Clear contracts.
Fixed fees. Managed Print from EBM
is a cut above the rest.

Manage your print fleet to boost
productivity and save money. Working with
EBM has saved some clients as much as
£20,000 over five years.

Managed Print from EBM includes: your
print device(s), automatic delivery of ink/
toner, software, parts, labour,
servicing and emergency engineers.

All you need to do is put in the paper!



Great service. Guaranteed.

We'll beat the call out times in your SLA – or your money back!



TELECOMS

Never miss an inbound lead again. Take your office phone with you, anywhere.

Perfect for agile working, VoIP (Voice over Internet Protocol) telecoms systems provide quality, secure lines that work anywhere with an internet connection.

VoIP packages from EBM start at £12.95 and deliver real savings on call costs.



Great service and
a great deal.
Speak with one
of our team today:
01376 512 575



With a useful range of features, greater control over your system and a simple administration panel, an EBM VoIP telecoms system is the right choice for your business.

Get more from your telecoms service and still benefit from great prices with conference phones and SIM-only business mobiles from EBM.

*Did you know...
BT are replacing the ISDN
phone network?*

*Already no new lines are going in,
and by 2025 the entire network will
be running on digital technology.*

*VoIP Telecoms services from
EBM will help you future-proof
your business.*



WHY EBM?

Peace of Mind

A friendly team at the end of the phone.
*No jargon. Don't waste time with emails.
 Just work with a straight-talking team
 that's ready to act when you need it.*

Flexibility

Working from home?
 Working in the office?

*Never miss an inbound
 lead again. We help
 you and your team
 work effectively from
 anywhere.*

Community Responsibility

We care.

*About the our clients,
 suppliers and
 employees; about
 our communities;
 about our
 environment.*

Great Service. Guaranteed.

We will beat the
 response times in
 your SLA, or your
 money back.

*In place since 2018,
 and no clients have
 yet been refunded.*

Straightforward

Clear contracts with
 no hidden costs.

*Electronic paperwork
 means you make
 informed decisions
 in your own time.
 You won't get the hard
 sell from us.*



WHAT OUR CLIENTS SAY:

Some of our favourite Google Reviews (June 2021):

“...helpful, professional and just a pleasure to deal with...”

“Our company has been using EBM for many years. They provide excellent customer service, friendly and clear communication.”

“Great service from enquiry to installation. Competitive pricing and a family feel to the team.”

“Outstanding service. Very clear and precise options that have serviced our needs entirely.”

“Really great, prompt service...”

“.....extremely helpful and efficient...”

“...The best I have ever come across in 20+ years.”

“A great company to work with that have been very helpful and friendly.”

“Friendly support team and great response times. Thoroughly recommend EBM.”

“...Extremely helpful, knowledgeable and efficient. Their customer service is second to none.”

“...absolutely brilliant ... service and communication is excellent.”

“They advised us and made sure we knew what was happening at every stage of the process...”

“Brilliant experience and service”

“Would highly recommend EBM for their professionalism...”



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