

**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](http://www.ebmltd.co.uk)*

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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

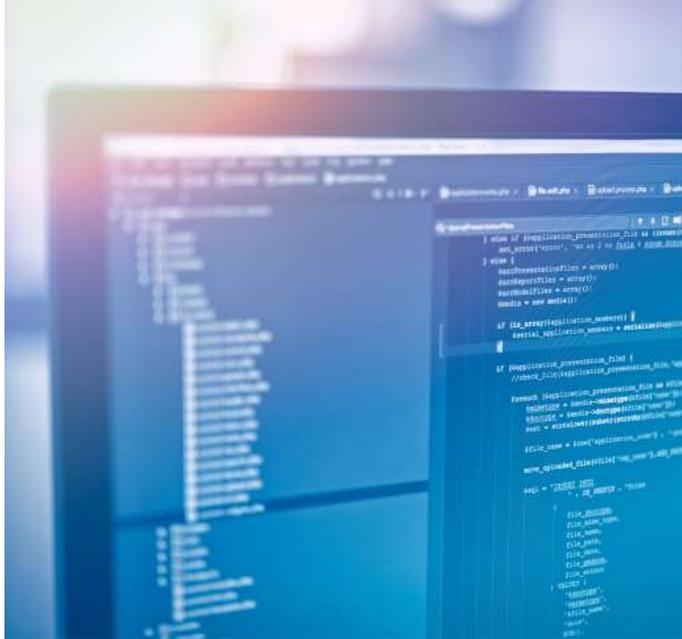
## IT SUPPORT

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.*

- **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.

### 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.*



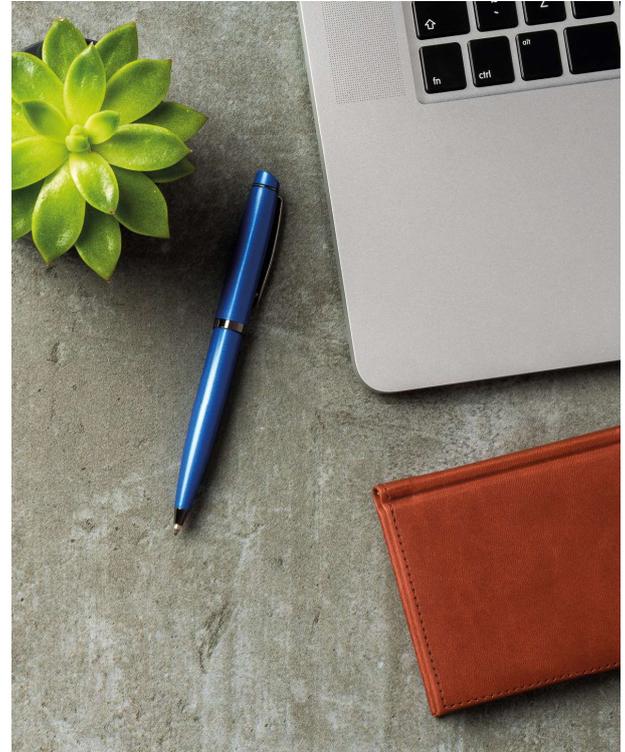
Did you know...

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](http://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.*



*EBM riders raise over £1250 for the Helen Rollason Cancer Charity during Ride For Helen 2021*

# 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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