



# Providing IT support services across the globe.

At ESP, our mission is to **delight every customer every time** by having the **best people** delivering the **best service** anywhere in the world.

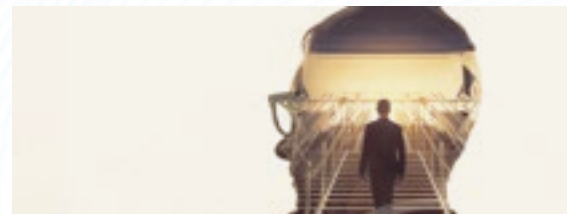


## Who are we?

ESP provides customised IT support solutions to companies across the globe. Expertly managed by a dedicated service delivery team, we offer day-to-day support via a team of on-site engineers or responsive visiting engineers, service desk coordination of all your IT support requirements, or delivery of a specific project such as a change of system or a company-wide installation of new hardware, all tailored to meet customer' needs.



Our ability to deliver customer-centric, targeted and tailored IT support solutions is a natural fit for the complex needs of the fast-paced and evolving aviation industry. We developed technology-based solutions to address the high emphasis on meeting extremely short service levels spread across large campus areas with strict security controls. Supporting equipment for airports and airlines in many locations worldwide, this experience has led to an IT support approach that applies equally to any global business with multiple international locations, wide campuses, and demanding security requirements. Plus, our spares, repairs, and logistics service enables us to deliver intelligent end-to-end IT hardware lifecycle management anywhere in the world, to always keep you up and running.



We uphold the highest standards of ethics, compliance, and security. We are fully ITIL-aligned and ISO-accredited for Environment, Information Security, Business Continuity, IT Service Management, and Occupational Health and Safety, and have privacy built by design into all our systems.



# A global provider of local IT support

We deliver proven global service wherever it's needed with a true understanding of local requirements, 24/7.

Effective global operations are coordinated from our HQ in the UK which houses our global service desk, main service delivery function and spares, repairs, and logistics (SRL) hub. This is supported by strategically located regional operation centres and depots across the globe to ensure we deliver a first-class experience wherever you are in the world, and provide our engineers with the parts they need, when they need them. This means you can always talk to an ESP person in your working day who understands the nuances presented by language, culture, time zone and currency.

Our fully operational global footprint enables rapid response times for existing customers and fast implementation of services for new customers. So, wherever you are in the world, you can always rely on an efficient, convenient service that feels like it is being delivered by a local company.





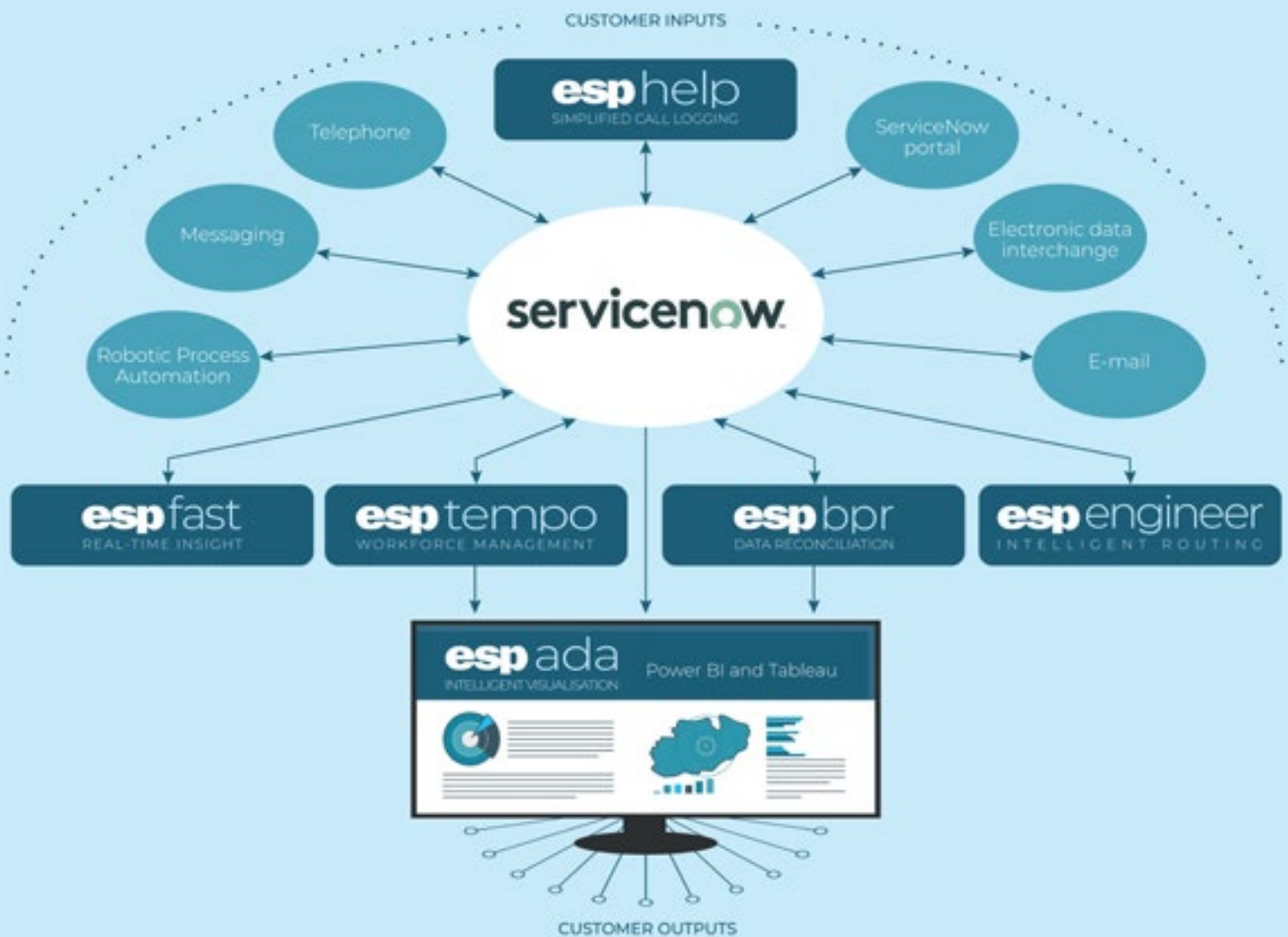




# Creators of bespoke innovation

Our mission is to delight our customers every time by having the best people providing the best service anywhere in the world. This means if we see a challenge we find a solution. We believe in using a combination of market-leading systems customised to support the way we want to deliver service, and internally developed systems, tools, and processes to better answer customer' needs.

## OUR SOLUTIONS NETWORK





## Market-leading systems

### ServiceNow

- Industry-leading service desk toolset
- Customisable user interface
- Asset management capabilities
- Problem management
- Business intelligence analysis
- Ticket level tracking



### Workforce management tool

- Team and location rosters
- Engineer location tracking
- Presence monitoring against service level
- Alert generation for unexpected events



### Visualisation and reporting

- Consolidation of data from multiple systems
- Real-time data visualisation
- Multiple pre-configured reports
- Creation of bespoke customer reports
- Option for a custom dashboard including direct access to geolocated data visualisation

## ESP bespoke innovation

### ServiceNow

- Customised for optimum use as part of our solutions network
- Bespoke customer interface
- Internally supported



### ESP Engineer App

- Direct routing of tickets
- Knowledge of closest engineer
- Notifications and engineer acknowledgement
- Equipment location finding tools
- Photographic fault recording
- User verification of resolution



### ESP Self-Service

- Simplified logging of faults
- Desktop and mobile app
- Tailored to each customer
- Context aware by location and equipment type
- Automatic ticket generation
- Routing to closest engineer
- Real time ETA and engineer tracking



### ESP Billing & Performance Reporting

- Billing reconciliation
- Integrated data from multiple sources
- Accurate and visible billing
- Performance reporting



## Experts in aviation...

We are recognised as experts in aviation IT support with a true understanding the requirements of this industry. We support every type of airport and airline technology, including:

- CUTE/CUPPS
- CUSS
- Bag drop
- Biometrics
- Electromechanical gates
- E-boarding equipment
- Security and immigration gates
- FIDS
- BRS
- Retail EPOS and in-store IT
- AODB
- Security lanes
- Back office
- Corporate end user computing

We also pride ourselves on adapting our services to accommodate emerging technologies, and we are always preparing to support systems that are coming into use – for example, biometric solutions, way-finding, passenger flow facilitation technologies, etc.

We are proud to provide vetted and security cleared engineers to a multitude of aviation customers across the globe, including:



Systems integrators



Airlines



Airport authorities



Handling agents



Retail systems  
providers



Travel companies



## ... delivering IT solutions to global organisations in any industry

The need to deliver secure, flexible, responsive IT solutions all over the world has given us the ability and organisational agility to provide bespoke IT services wherever they are needed to any industry. Our integrated IT strategies and support services can help organisations boost efficiency and secure profits by ensuring consistent service levels across all locations, reducing the risk of revenue loss due to downtime. We already work with customers in a variety of industries, including:



Charity



Pharmaceuticals



Transportation



Education



Financial services



Engineering



Retail



Creative services



Property





## Offering end-to-end IT solutions: IT Service Desk Solutions

Our global service desks manage over 1,000 tickets a day for more than 200 customers, ensuring businesses have the IT capabilities to perform at an optimum level. Operational 24/7 around the world, our experienced agents are there to take the pain out of IT problems.



### BESPOKE SOLUTIONS

As a vibrant and dynamic IT services company, we have developed our own extensive service desk to handle the huge volume of calls simultaneously from multiple locations. Years of investment, ingenuity and innovation led to a sophisticated and streamlined service, and soon many of our customers asked if we could do the same for them. Today we run service desks for businesses across the globe, who all benefit from the economy of scale such an established entity can provide. You can fully or partly outsource your IT service desk to us, and we will manage it through our global service desk or by building you a dedicated solution. We offer a variety of options built around your workflow requirements, from a peak flow and out-of-hours service to assist your existing service desk when they need additional support, right through to the provision of a full-time, on-site service desk tailored to your business needs.



## EFFICIENT DELIVERY

Our service desk is available as an on-site or remotely managed service, with the option for a hybrid peak time and out-of-hours service if you have your own desk and just need some additional support. We use the market-leading toolset, ServiceNow, alongside sophisticated reporting software and internally developed functionality enhancements. Benefits include:

- 24/7 service anywhere in the world
- A single point of contact for all IT incidents and requests
- Technically-knowledgeable agents
- Convenient fault logging via phone, desktop and mobile apps, email or web chat
- Customisable user interface
- Real-time fault tracking
- Automation of tasks and workflows
- Easy-to-access, full-visibility reporting
- Continuous improvement and system evolution

## SUPERIOR SERVICE

Our commitment to a seamless service is managed by our worldwide Service Delivery Team, providing you with a single point of contact to answer all your needs and ensure the services provided meet or exceed expectations. The team also run our Continuous Service Improvement Programme (CSIP) to ensure we not only deliver our best, but act on customer input to make our service even better.

## SIMPLE TO SWITCH

Our robust transition process means you can trust us to deliver a smooth and efficient changeover from your existing service desk provider, so you can enjoy the peace of mind that ESP will bring.



## Offering end-to-end IT solutions: IT Support Solutions

ESP teams operate across the globe, delivering an extensive array of services on an impressive scale. Whether it's field engineers for IT issues as they arise, often resolving them remotely, or a complete managed service with full-time engineers on site – we have the capacity and capability to keep your business IT up-and-running 24/7, 365 days a year.



### BESPOKE SUPPORT

Our flexibility allows us to deliver the service you want by listening and tailoring our approach, adapting as required per your business. The IT support services we provide include:

- **Service desk** - to log and track all your IT issues through to resolution
- **On-site engineers** - to provide an effective service to your users throughout the working day
- **Field engineers** - located nearby to offer timely, on-demand support
- **Spares, repairs and logistics** - ensuring you have the hardware you need, when you need it





## EFFICIENT ISSUE RESOLUTION

We understand the impact IT issues can have on business operations, and aim to make the entire process, from incident reporting right through to resolution, as simple and efficient as possible. We use the market-leading toolset, ServiceNow, in conjunction with sophisticated reporting software and our in-house developed enhancements. Benefits include:

- 24/7 service anywhere in the world
- A single point of contact for all IT incidents and requests
- Technically knowledgeable agents
- Multi-language
- Convenient fault logging via phone, desktop and mobile apps, email or web chat
- Customisable user interface
- Real-time fault tracking
- Automation of tasks and workflows
- Easy-to-access, full-visibility reporting
- Continuous improvement and system evolution

## MANAGED WORKFORCE

We can help you enhance management capabilities and simplify resource planning through a single on-demand workforce. We'll supply you with credible, talented professionals to meet your staffing needs, and offer functional support with attendance tracking, remote monitoring and management tools.

## SECURITY IS PARAMOUNT

Our engineers are highly trained, fully qualified and security checked to the highest level required for each location we operate in giving you complete peace of mind.



## Offering end-to-end IT solutions: Professional Services

ESP is trusted to deliver IT projects on time and on budget for any type of organisation worldwide. From platform migration to global desktop refresh, system audit, or any other company-wide IT project, we pride ourselves on efficient planning and delivery to ensure minimum disruption, while meeting your business objectives.



### BESPOKE PERSONNEL

As experts in IT support and solutions, we recognise that every project is a unique undertaking, and all projects are managed by our dedicated, professionally qualified Projects Team. With ESP engineering teams and expert consultants on hand to support all over the world, we are ideally placed to put a skilled project team in place, where and when you need them.



## END-TO-END EXECUTION

From the initial analysis of your requirements through to final close and sign off, your project will be professionally managed to ensure we meet your business objectives. We start by conducting a full needs assessment to understand your business objectives and requirements before designing and presenting an achievable, cost-effective solution.

All deliverables and acceptance criteria for each phase of the project will have been carefully defined, change will be controlled to ensure we stay within agreed scope and budget, and any risks or issues will be identified and managed.

Our industry standard tried and tested approach to every project breaks it down into four key phases:

- **Initiation phase:** analysis, solutioning, baselined schedule, project workbook, stakeholder analysis, communication plan, quality plan, quotation
- **Planning phase:** finalised approach, project tracking tools, work instruction, defined review process, kick-off meeting, detailed planning
- **Execution phase:** project delivery, monitoring, change management, risk and issue management, progress tracking and reporting
- **Close-out phase:** finalised financials, assignment of any ongoing actions, lessons learnt and formal close review

With every eventuality covered and full visibility on project progress provided, you can enjoy peace of mind that everything is on track from start to finish.

## TAILORED COMMUNICATIONS

We recognise the need to keep everyone informed of project progress, and that it's the key to project success. That's why our initiation phase includes a stakeholder analysis and the development of a project communications plan. We ensure we understand who needs to know what, and when, and at what level of detail right at the outset ensuring full support throughout the project.

## ONGOING OPERATIONS

We are ideally placed to provide transition services, with dedicated service and support personnel in place across the globe, should completion of your project creates a requirement for periodic or ongoing support of new systems or hardware.





## Offering end-to-end IT solutions: LifeCycle Management

At ESP, our expertise in hardware provision and long-standing relationships with a global network of suppliers mean we can offer a cost-effective, efficient managed IT procurement service. Taking the hassle out of your organisation and entrusting it to our procurement professionals, we will ensure you have what you need, where you need it, when you need it.



### BESPOKE RESOURCES

As a leading global provider of IT support, we are responsible for sourcing, supplying, and maintaining hardware for customers all over the world. We are accredited with the major manufacturers, maintain a global network of trusted suppliers and can share the benefits of long-standing relationships and regular purchases. By outsourcing your procurement needs, you can rely on us for on time, on spec, and on budget delivery of all the equipment you need, with the reassurance it meets our meticulous standards.



## FLEXIBLE DEPLOYMENT

Our global network of suppliers, warehousing and expert engineers means we can deploy fully operational hardware that is ready to install. Our procurement service includes:

- Resource planning
- Sourcing, negotiating and purchasing
- Receiving and storing until the implementation date
- Full set-up including pre-imaging and asset-tagging
- Delivery to almost all global locations as required

## LIFECYCLE MANAGEMENT

Even after you take delivery of your hardware, we continue to work with you to manage supplier contracts, warranties and stock levels to ensure your resources are used efficiently and you are not paying for any unnecessary repairs. We can also offer our full spares, repairs, and logistics service for end-to-end lifecycle management from sourcing right through to disposal, ensuring there are spares available if needed at any point in-between.

## SIMPLE TO SWITCH

Our robust transition process means you can trust us to deliver a smooth and efficient changeover from your existing procurement provider or internal procurement team, so you can enjoy the peace of mind that ESP will bring in a matter of days.

At ESP,  
our mission is to  
**delight every  
customer every time**  
by having the **best  
people** delivering the  
**best service** anywhere  
in the world.





**Contact us today**

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