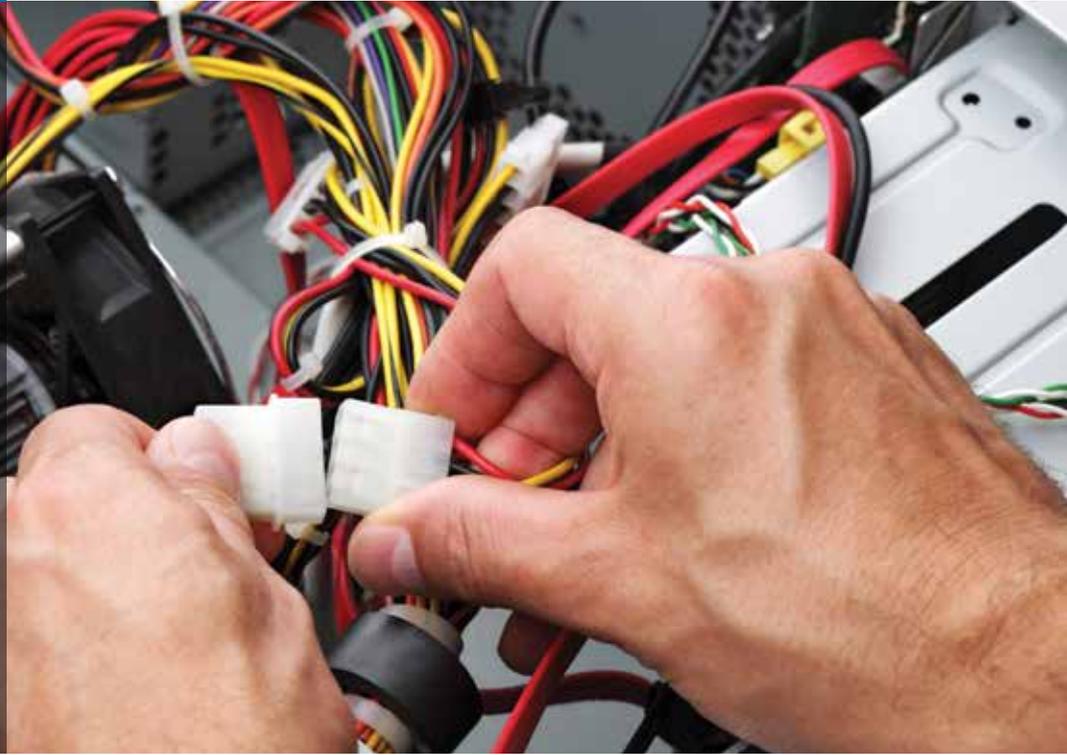


Gardner Systems partners with Esteem to deliver national maintenance services



Liverpool based IT provider Gardner Systems has been working with Esteem to deliver maintenance services to their customers for the past 15 years.

Key benefits reported by Gardner Systems:

National maintenance coverage expands customer base

Working partnership for IT support and maintenance services

Access to technology specialists

Gardner Systems delivers IT solutions to clients across the public and private sector, primarily in the North West of England. Prior to their relationship with Esteem, Gardner Systems had their own IT maintenance division to provide break fix and maintenance services to their clients, but they struggled to manage the logistics of delivering these services.

Operations Manager for Gardner Systems, Jim O'Neill, said: "With a small number of engineers, it was difficult to meet our customer's maintenance needs, managing the geographical coverage of call outs and storing the loan equipment was a challenge for a company of our size."

Gardner Systems began looking for a partner who could competently deliver maintenance services to their clients not only in the North West, but also to their customers based across the UK. Jim said: "We needed a partner we could trust with our clients, who could deliver the technical expertise required, as well as high quality customer service."

With a fleet of highly skilled and accredited engineers across the country, IT Managed Service Provider, Esteem, were the right partner for Gardner Systems. Esteem supports the entire IT estate, from servers and storage through to specialist EPOS and front of house equipment.

Jim said: "Outsourcing our maintenance contracts to Esteem makes perfect sense for our business. Their engineers deliver the expert knowledge and technical expertise which our customers expect, and so we have complete confidence in passing the contract over to Esteem to manage. They can meet our customer requirements both locally and nationally, enabling us to expand our customer base."

CEO for Esteem, Joe Connolly, said: "Our national spread of engineers, with a broad technical skill set, enables us to meet the needs of Gardner's customers and keep to strict service level agreements. Our services fit cohesively with Gardner's offering and we value our partnership with them."