Nominee: EBC Group

Nomination title: EBC Group- success founded on service, support and expertise

EBC Group is an award winning provider of IT, telecommunications, print solutions and document management services. As a total solutions provider, their model is designed to provide a commercially viable solution for businesses, helping them to improve efficiency and save money.

With 2014 seeing EBC Group reach their 25th year milestone, the company has grown from strength to strength, with the business now encompassing 3 geographical locations with a privately owned data centre housed at their head office in Halesowen, near Birmingham and replicated at their Northampton office. Having heavily invested to make the two data centres mini exchanges in partnership with both BT and Virgin Media, EBC Group now stands as a leading supplier of IT and communications within the UK. The ability to connect all of a client's outlets to its own private cloud via private managed fibre enables EBC Group to host a range of other services including unified communications, print, document management and disaster recovery. EBC Group believe in approaching each client as a bespoke project, from initial discovery session and reporting through to implementation and ongoing support.

Operating in multiple verticals, including legal, recruitment and manufacturing, EBC Group has successfully delivered a range of diverse projects throughout the past 12 months. Their commitment to providing tailored and bespoke solutions for every project they implement has seen a number of businesses benefit from new IT infrastructure, disaster recovery, cloud and document management solutions.

When EBC Group was first approached by education recruitment specialist TeacherActive they were struggling with an IT environment that had failed to keep pace with their expansion and their multi-tenanted system meant that they were sharing resources with other organisations. EBC Group conducted an in-depth analysis into their existing infrastructure to gain a clear understanding of where the system bottlenecked and affected performance.

EBC Group migrated all of TeacherActive's on-site servers to a dedicated private cloud infrastructure, and a new virtual desktop environment which provided full performance visibility to their IT manager. Previous performance issues were resolved by providing state- of-the-art hardware that had the ability to cope with their increased demand for resources. Virtual desktops for all employees could be accessed on the move from multiple devices such as smartphones, laptops and HTML access. Dedicated fibre leased lines were installed improving inter-site connectivity and increasing internet speeds.

Other businesses that have benefited from EBC Group's services within the past 12 months include Worcester based HallmarkHulme, whose existing IT infrastructure was tired and in urgent need of updating.The systems provided limited access for remote users in addition to wireless connectivity that often failed to connect visiting guests and clients.

After a number of on-site visits, EBC Group provided HallmarkHulme with a commercial summary that gave a clear insight into the areas that required updating and enhancing. A clear audited report highlighted the areas in which HallmarkHulme could make significant savings and where this could be subsequently re-invested to improve other areas of IT and communications.

An initial purchase of new mail and firewall defences, led to further investments in new servers, followed by a complete migration to EBC Group's data centre, which saw EBC group deal with all 3rd parties for a seamless transition. The implementation of a new IT system also enabled HallmarkHulme to benefit from a state-of-the art virtual backup and recovery plan, in addition to a new remote desktop environment which provides complete flexibility for employees, via a unified platform.

The integration of a complete new IT system not only provided greater performance and reliability, but the cost savings enabled further investments in a range of other services, such as the implementation of a new print environment, as well as a new VoIP telephony system via the installation of a new fibre leased line which links directly to EBC Group's private cloud.

Construction providers M.Lambe had previously been using an outdated and inflexible document management system that was struggling to keep up with growing business demands. They were looking for a solution that could improve the scanning of paper-based documentation whilst also enabling users to easily file digital documents and access them from anywhere. Integration to business critical systems such as Sage Construction and Sage Line 200 was also key to ensuring that all information was easily accessible from one central location.

EBC Group recommended M-Files, an EIM system that would easily allow flexible access to remote users, integrate with business critical applications, and make the storage of documents secure and version controlled. As custom developers of M-Files, EBC Group enabled the integration of Sage accounting and construction software with their documents, which enabled secure web and mobile access with documents and data accessible from one securely stored and version controlled system.

With a complete overhaul of their document and data storage and the implementation of a document management solution, all of M. Lambe's systems are now integrated, streamlining their workflows and making information accessible from one central location.

Through continual investment, development and training in the upcoming areas of IT, EBC Group ensures it is at the forefront of future trends and can bring a substantial level of the highest qualifications and certifications from major IT and communications providers including Dell, Cisco, Microsoft, VMware, Veeam, BT and Virgin.

Why nominee should win

• Successfully providing a range of managed services to over 500 customers for over 25 years.

• Understanding that IT issues do not strictly occur between traditional working hours, their support and service is designed to provide 24/7 help.

• With a state of the art dual data centre, and unique infrastructure designed to provide Cloud solutions, EBC Group is completely independent, never replying on 3rd parties

• EBC Group's service is both clear and transparent, not only making them a managed services provider that is easy to work alongside but allowing the customer to really understand what is happening every step of the way