



Building I.T. Relationships and Solutions



E.S. Williams Business Solutions

E.S. Williams Business Solutions division specializes in delivering world class I.T. solutions for small to mid-size businesses. E.S. Williams is a one stop, full service I.T. provider for our clients. Delivering value added I.T. solutions from basic email and break fix through to infrastructure design and project management, culminating in strategic I.T. and business continuity planning.

Our partnerships with leading industry vendors like Microsoft, Dell, Apple, HP and Rim, among others, allow us to provide proven solutions to meet our clients business needs. Our focus is to provide enterprise services to our clients without the enterprise commitment.

Challenges our Clients Face

- **Controlling I.T. costs:** The demand for I.T. costs and support are increasing and current resources are unavailable or stretched too thin.
- **Minimizing downtime of I.T. systems:** My I.T. systems are mission critical, yet there is no dedicated support.
- **Disparate I.T. Standards:** My I.T. environment is fractured and difficult to support; there is no standardization, resulting in increased maintenance costs.
- **Fighting I.T. fires:** Ad hoc and reactive problem solving is impacting the ability to achieve overall business goals; I want to be more proactive and solve problems before they become emergencies.
- **I.T. is not aligned with business objectives:** What are the "computer" guys doing?, I'm paying for service, but not being presented with any options that really support my business needs.

Benefits of ES Williams

- **Relationships:** Our most important value is the relationship we have with our clients, partners and vendors. Most of our new clients come through referrals from existing clients—a testament to our successful relationships.
- **Alberta Coverage:** With offices in Calgary, Edmonton and Grande Prairie we can effectively support multi-office locations.
- **Resource Depth:** Leverage the broad business and technical expertise of over 75 associates.
- **Purchasing Power and Technology Partners:** Our clients benefit directly from our purchasing power through our partners to receive hardware at very competitive rates.
- **Single Point of Contact:** Our clients have a dedicated account manager to ensure business continuity and provide an escalation point.
- **Help Desk:** You speak with a real person to address your issues. All our clients have access to our help desk to resolve Tier 1 issues and escalate issues as needed.

For additional information on how ES Williams Business Solutions can support your business

call us at 1.866.539.4544 or email: sales@eswilliams.com

www.eswilliams.com



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ES Williams Business Solutions - Services Overview

Business Solutions services are designed to help our clients move from a reactive, potentially unstable I.T. environment to a stable, managed environment that provides increasing value to the overall business objectives.

Entry Level Services:

Services offered in this category are focused on solving immediate needs. These services allow our clients to achieve quick wins in an ever changing market place.

- Basic E-mail, Domain registration
- Hardware acquisition and replacement
- Break Fix services

Project Based Services

The most widely used service within E.S. Williams, these solutions are based on the clients priorities for the year. These services support the "divide and conquer" approach by identifying the scope, budget, and desired outcome of a pressing business issues.

- New infrastructure design and implementation
- Multi layered Antivirus and Antispam Protection Solutions
- Backup and Data Storage Solutions
- Security Solutions
- Remote Access Solutions
- Mobile Solutions

Managed Services

This category of services offers the most proactive and value added suite of solutions for our clients. These services include, but are not limited to:

- ESW ProCare (Planned, regular maintenance)
- SafetyNET Monitoring: proactive monitoring of critical systems
- Business Continuity, Disaster Recovery and overall strategic I.T. planning
- Hosted Solutions: Microsoft Exchange, Sharepoint, LiveMeeting
- Procurement Services
- Microsoft License Compliance and Management

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