



Case Study



Avis Europe choose eyre solutions to provide Gold Support Services to their senior management team

Fast responses, pro-active assistance and new technologies put Avis Europe Plc on the road to success

Background

Avis Europe Plc (FTSE: AVE.L), the leading European car rental company, provide an IT service desk and computer support to some 300 staff at their Bracknell based European headquarters, through their own highly skilled IT team. However, with internal staff working on many new projects to take the business forward, and with a high level of change to accommodate new business processes placing a further burden on resources, the IT team are kept very busy. Subsequently, the IT management group identified a need to ensure that Directors, Vice-Presidents and their personal assistants were able to obtain support quickly and professionally, with a high level of customer-centric service, and without relying on an already busy in-house team.

Additionally, with a general move towards achieving a better work/life balance for staff and a dispersed organisational structure, the ability to work remotely using laptops or mobile personal digital assistant (PDA) devices was considered of great value to the business.

Solution

eyre solutions provide a full-time on-site engineer to respond to the needs of the 55 most senior staff. From desktop and laptop support, wireless networking, and remote access technologies to mobile devices and support for offsite presentations, Avis Europe gain advantage in having efficient and effective working practises amongst the management team, underpinned by the services delivered by eyre solutions.

By delivering fast responses to calls for assistance with a qualified engineer, eyre solutions are able to help the internal IT teams concentrate on delivering new business services.

When customers or colleagues are working alongside the senior management team, the possibility of technology going awry and letting deadlines slip or wasting precious collaboration time is minimised. Presentations run smoothly, communications are disseminated quickly and easily, and problems are addressed with minimum effort on the part of the VIP.

Additionally, since the introduction of the mobile e-mail service, the number of staff granted access to this valuable business tool has increased beyond the senior management team. It has now been rolled out to additional members of staff who are often out of the office, and for whom mobile access to e-mail, calendar and contact information provides real-time communication with their colleagues, customers and associates.

To ensure the senior management team are completely protected from the impact of technology failure, eyre solutions provide online backup services on each laptop. This ensures that if the laptop is lost or stolen, if it breaks and the data cannot be recovered, or even if a file is accidentally changed or deleted, the VIP can recover the data within minutes.

Mr Andrew C, IT Operations Manager for Avis Europe, comments *"eyre solutions work closely with the in-house team here at Avis, and we're always delighted with the feedback we get from the Directors, VP's and the CEO's office, through eyre solutions surveys and direct responses. By keeping senior management working effectively with IT, we know that the perception of the IT teams ability to deliver is enhanced amongst the board, allowing us to concentrate on our core objectives while we know they're in safe hands. eyre solutions claim to have a passion for customer service, and I think this shows – this really is one service from a third party that I don't have to worry about, and I would recommend them to any business seeking great support with service not often found in todays market"*

Reference calls are available – please contact us for details

eyre solutions is a leading Thames Valley based IT helpdesk and support services provider, with a passion for customer service. Contact us today to discuss your needs – 08000 HELPS U (08000 435778), e-mail info@eyresolutions.com. For more information, please visit our website - www.eyresolutions.com

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