



PC Paramedics



About PC Paramedics

Formed in 1995, PC Paramedics Limited specialises in providing professional IT services to the SME sector. Widely ignored by many IT Service providers, this sector of industry has a strong demand for competent and reliable technical support for its business systems.

PC Paramedics Limited has assembled a wide range of skills in order to be able to provide the support required by small businesses. A key element is a thorough understanding of the issues facing the growing enterprise. Today PC Paramedics offers a portfolio of services across the UK from computing hardware support through Internet services, CRM and training.

Their staff are Microsoft Certified Engineers, skilled in networking, connectivity, application integration, internet services, business continuity and risk management, and end-user support and training.

The services they provide include:

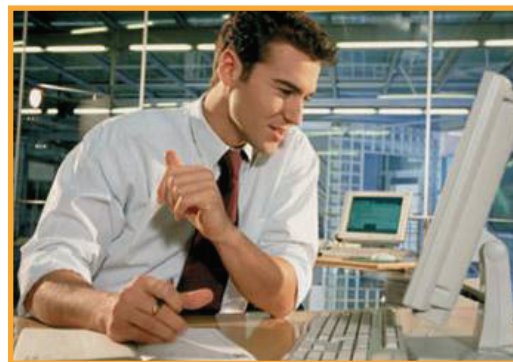
- Custom Built Computer Solutions
- Network Installations, Cabling and Telephony
- System Design
- Internet Connectivity
- Web Design and Development
- Training
- Call Centre and Help Desk
- Maintenance Contracts
- Consumable and General IT Hardware Provision

The business has strong affiliations with the IT industry and is a member of the Professional Computing Association and Brigantia, the largest UK body of independent computer resellers and retailers. It is also a channel partner of key industry manufacturers and software suppliers.

Many of PC Paramedics' business customers view the company in the same way as they would an in-house IT department, and this is something PC Paramedics encourages. As Sue Goodeve, one of the company's directors, explains: "In today's business environment, IT systems are mission critical, so even the smallest businesses need reliable support for their computing assets.

"Our customers want to know that if something goes wrong with their system or if they have a new IT requirement, they can call us and we'll solve the problem for them.

"In a nutshell, our aim is to provide cost-effective, professional advice and services to help our customers make the best possible use of IT."





Internet access: an essential service from a one-stop IT shop

PC Paramedics has been a reseller of Eclipse Internet's services since 2001, when internet usage within the UK by both consumers and businesses was growing strongly.

Recognising that the internet would soon become a mass-media channel and an essential tool for businesses, PC Paramedics set about sourcing an ISP whose services it could add to its own portfolio. Sue Goodeve comments: "Our customers rely on us to provide them with IT services that meet their needs, so we evaluated several ISPs thoroughly before selecting Eclipse as a partner.

"As well as products and services that would be attractive to our customers, we were looking for an ISP that offered a simple sign-up procedure and friendly staff.

"Obviously, the financial aspect of the partnership was also important to us – we want to offer services that represent value for money for our customers while providing us with a reasonable margin."

Eclipse Internet met these criteria, offering both consumer and business internet services, a straightforward set-up process and dedicated account management – including support on an 0845 number – for resellers.

The financial terms of the partnership also fit the bill. PC Paramedics receives 5 per cent discount off the retail price of Eclipse's consumer broadband services and 10 per cent discount off its business broadband services.

The company receives a single monthly invoice from Eclipse, with 30-day credit terms.

A broadband service customers can rely on

Around 200 PC Paramedics business customers currently use Eclipse's services. This number is likely to grow in the months to come as PC Paramedics launches a 'Privileged Customer' scheme into schools and corporate customers which will allow pupils' and employees' families to purchase computer hardware, support and broadband services for a small monthly fee.

Sue Goodeve says: "To be successful in the IT sector, it's vital to gain customers' trust. We've worked hard to establish good relationships with our customers and to maintain these we need to continue to supply products and services that we know we can rely on.

"We're confident that as our business grows Eclipse will remain able to meet our requirement for high-quality broadband and internet-related services."

Supporting resellers

Eclipse has recently developed a range of new service to support resellers, including a dedicated extranet via which resellers can manage their Eclipse accounts. As well as product and service information, it contains all the technical data required to configure accounts, details of current promotions and marketing support materials to help resellers promote Eclipse's services.

Eclipse Account Manager Tony Wood comments: "It's in our interest to make it as easy as possible for resellers to provide our services to their customers. That's what the new extranet's all about, from the nuts and bolts of technical support through to sales literature and collateral that can easily be branded with a reseller's own corporate identity."

"Resellers are an important channel for us as they add real value to our services by providing advice and support to end-users. Going forward, we'll continue to look for new ways to assist PC Paramedics and our other resellers."

For information about becoming an Eclipse reseller call 0845 1224 333

For further information about our products and services go to www.eclipse.net.uk.

