



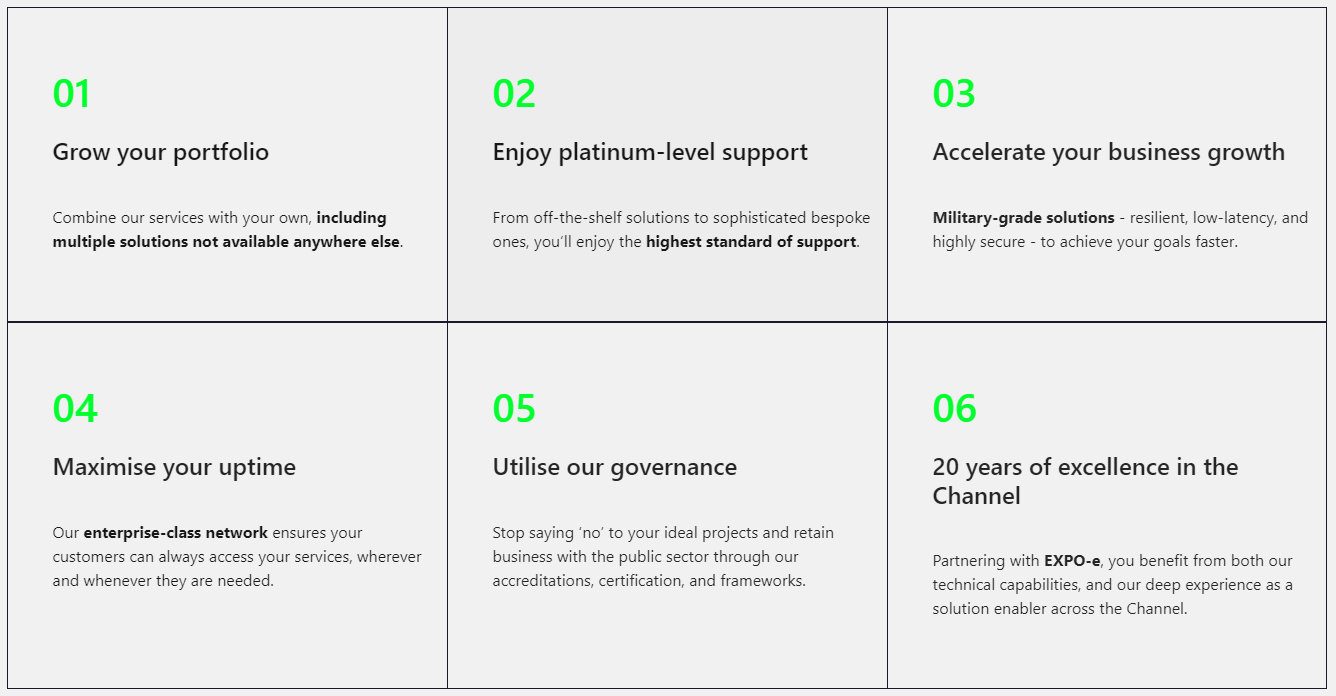
Our Portfolio – IT Services

Be your customers’ go-to technology partner

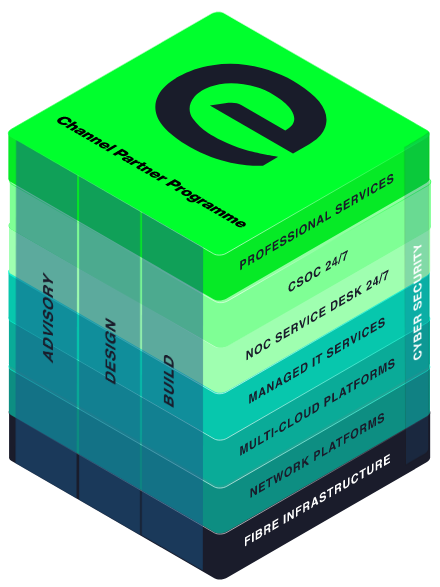
# Solutionize with **EXPO.e**

As part of the **EXPO.e** Channel community, we can help elevate your business by combining our expertise, experience, and evolving portfolio with your own, opening the door to new service innovations and margin-rich new revenue streams.

### Why EXPO.e

We’re a UK pioneer in Cloud, Connectivity, Unified Communications, and Cyber Security, with more than twenty years’ experience enabling other organisations to grow, innovate, and drive positive change. Here’s what we can do for you.

**Collaboration, consultation and community**



We cultivate partnerships built on collaboration and consultation, that empower our Channel community to bring tomorrow’s innovations to life today, even for contracts they’d have previously been unable to fulfil.

Whatever the size of your organisation, the sector you operate in, and your ideal customers, we are here to help you achieve your full potential - not only bringing your products and solutions to market, but helping you transform interested prospects into longstanding, repeat customers.

**Next-gen IT Made Simple**

In the modern digital age, business is always on, and depends on IT systems designed with this in mind. This presents a considerable challenge for internal teams, which means technology partners who are able to streamline the management of critical IT infrastructure quickly make themselves indispensable to their customers.

By allowing **EXPO.e** to manage part or all of your customers’ IT services, you will free them of this burden, allowing them to focus on their core business goals and making you a key part of their long-term growth and ensuring a steady stream of income.

**World-class Managed Services**



**IT Services**

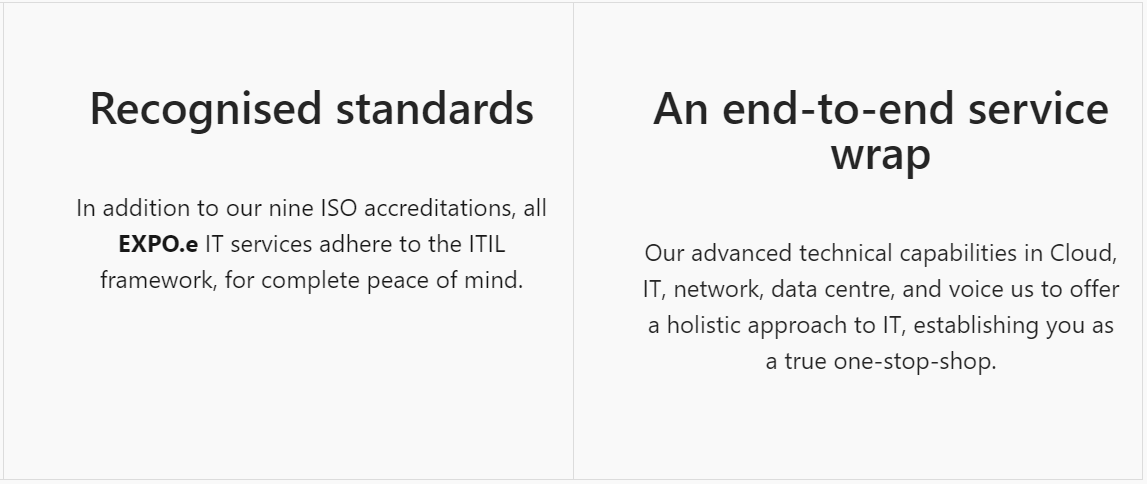
* Managed Service
* Microsoft 365, Microsoft Azure, Microsoft EMS
* Infrastructure Management / Maintenance
* O/S Management Windows / Link / VMWare / Hyper-V / O365
* Help Desk

**Professional Services**

* Citrix Services
* Regulatory & Compliance Service

**Migration Tools**

* Zerto
* Stretched VLAN for seamless IP Migration
* VMware Converter
* Hyper-V Replication
* Azure Migration / Azure Site Recovery
* Doubletake Move



**Our resources are your resources**

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**Exceptional service quality is part of our DNA**

Exceptional service quality is part of our DNA and has been for more than twenty years. That’s why we display our industry-leading Net Promoter Score (NPS) live on our website.

We don’t do tiers of service. Whether you are a [**Carrier**](https://pp.expo-e.uk/become-a-carrier-partner), [**Reseller**](https://pp.expo-e.uk/become-a-reseller-partner), or [**Referral partner**](https://pp.expo-e.uk/become-a-referral-partner), you are automatically a Platinum Partner.

**Deliver**

* Direct dial contacts to our provisioning coordinators with escalation points up to our Director of Service Delivery
* Weekly order trackers / provisioning calls
* Coming soon – live Partner dashboards
* Executive level relationships with all last mile providers

**Enable**

* Make it easy to do business with EXPO.e
* Deliver a consistent strategy enabling you and your teams to grow pipeline and win new business
* Listen to you and understand what we need to do to make your teams successful

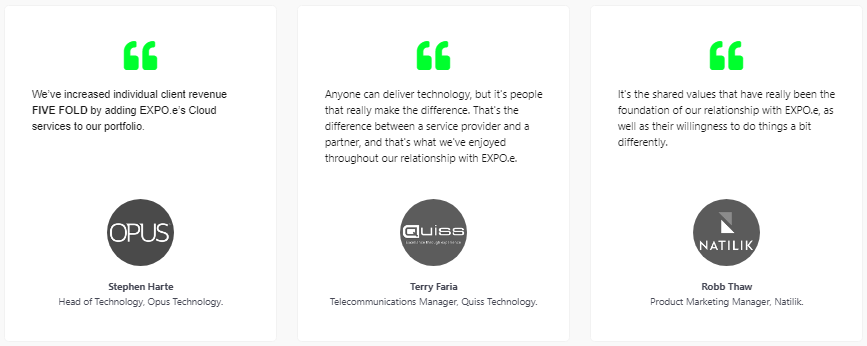
**Margin**

* Move from 10% to 40% margins by expanding your solution offering and adding more value
* Maximise profits by delivering better business outcomes for your customers
* Increase retention by helping customers overcome more challenges

**Support**

* Fault, Find & Fix 24x7x365 UK support with 1st, 2nd & 3rd line engineers
* 24x7 Proactive monitoring, reporting back to you about customer service outages
* ITIL trained and ISO20000 compliant so you can be rest assured that you and your customers are in safe hands

**This is what good looks like**

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