

Apex Computing Services, UK

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Peter Barnfield, Finance Director Apex Computing



INDUSTRY

SMEs, Education

WEBSITE

www.apexcomputing.co.uk

COUNTRY

UK

PARTNER FROM

August 2015

THE CUSTOMER

Apex Computing provides IT support and software solutions to over 400 SMEs and educational providers in the north-west of England. Established 16 years ago, Apex manages a portfolio of customers with needs ranging from server installation support and software licensing solutions, to day-to-day support and maintenance of IT solutions. Apex prides itself on a jargon-free approach to specialist IT, focusing on the specific needs and business requirements of each client. To continue to stand out from the crowd, Apex needs partners with the same ethos and vision.



THE CHALLENGE

The majority of Apex's clients are SMEs with no resources for an on-site IT department. To support their clients and remain cost effective, Apex needs a strong frontline antivirus software. Unfortunately, its previous experience with vendors was of bad customer service and poorly performing products. That's when Apex decided to evaluate ESET's product offering.

During this evaluation one of Apex's education clients encountered a virus that needed urgent attention. Apex immediately asked the school to install ESET onto the problem computer and ESET's technical department guided the school through the installation process. The virus was removed and Apex had a very satisfied client.

THE BENEFITS OF BEING AN ESET PARTNER

ESET partnerships are designed to help you build and grow the client relationships that drive your business.

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THE SOLUTION



Apex wanted a robust solution that used minimal system resources, was good value for money and provided excellent UK-based telephone support. ESET exceeded all of Apex's requirements.

"Cyber security is such a hot topic and at the forefront of all IT businesses," says Peter Barnfield, Finance Director for Apex Computing. "Criminals are constantly looking at ways to profiteer from confidential information. It gives us peace of mind to know we are using a pioneering product like ESET. With over 130 million users, and a big R&D department, they are constantly looking at ways to combat unscrupulous internet activity."