

# Holistic IT, UK

*"We chose ESET based on the level of service we received from our account manager and the quality of the product."*

Phil Herrington, Sales Manager Holistic IT



**INDUSTRY**  
Corporate and educational

**WEBSITE**  
[www.holistic.it](http://www.holistic.it)

**COUNTRY**  
UK

**PARTNER FROM**  
October 2016

## THE CUSTOMER

Holistic IT is a reseller providing IT products, software and services to regional and national organisations across the UK. Its impressive client list includes customers that vary greatly in size, from 1 to 500 IT users, in the corporate and education sectors. Holistic's team of experienced IT specialists believes that smart working practices lead to greater customer loyalty and happiness. The company thrives on supplying software to its customer base from vendors that can provide high-end products, reliability and great support levels time and again. After experiencing problems with its incumbent antivirus supplier, Holistic chose to become ESET partner.



## THE CHALLENGE

*"For us, over this last year, we noticed a decline in customer service and support from our distributors,"* states Phil Herrington, Sales Manager at Holistic IT. *"So we contacted our vendor direct and that's when we realised our current provider was 'too big' to care."*

Holistic knew it needed a new antivirus supplier: a proven specialist with a strong product line that would provide the time and attention needed for a successful partnership. ESET quickly stepped to fill the void.



## THE SOLUTION

ESET understands that every company has specific requirements and so works closely with each partner to deliver a bespoke solution. In addition, all partners have access to ESET's entire range of products, as well as all the support they need from a dedicated internal and external account manager. This attention to detail and commitment to developing close working relationships was an important factor for Holistic IT. *"ESET were very welcoming in bringing us onboard as a partner,"* says Phil. *"We chose ESET based on the level of service we received from our account manager and the quality of the product."*

## THE BENEFITS OF BEING AN ESET PARTNER

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

- **Flexibility:** choose the type of partnership that's right for you
- **Channel Focused:** we don't compete with our partners
- **Protection:** get exclusive rights to deals
- **Support:** unlimited access to world-class sales, marketing and training tools
- **Healthy margins:** volume incentive rebates and aggregated volume pricing
- **Global:** local support in local languages
- **Trusted:** over 100 million users worldwide

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