24/7 global IT support services

Providing tailored IT support solutions internationally

Consistent.
Scalable.
Trusted.

esp
GLOBAL SERVICES

Established in 1992

OUR **MISSION** IS TO **DELIGHT** EVERY CUSTOMER EVERY TIME BY HAVING THE **BEST PEOPLE** DELIVERING THE **BEST SERVICE** ANYWHERE IN THE WORLD

Flexibility at our core

Offering remote, hybrid, or outsourced support, we serve an impressive list of customers, including numerous prestigious global brands, delivering world-class support services. From flexible multilingual IT Help Desk services, field or onsite support, IT experts to manage IT projects or hardware lifecycles, ESP delivers the support you need, when you need it, wherever you are.

Notably, we offer a white-label service to several of the world's largest IT outsourcers and system integrators, positioning ESP as an industry 'best-kept secret'.

WORLD-CLASS IT SUPPORT

We delight our customers by delivering secure, flexible, responsive IT solutions all over the world through:

- **ABILITY**

  No matter who you are, what you do, and where you do it, our team of experts can deliver a first-class solution for all your business IT requirements.

- **AGILITY**

  Decades of experience in providing bespoke IT support to complex organisations means we can tailor our offerings, ready to adapt and evolve in tune with your business.

- **MOBILITY**

  Delivering effective services worldwide, we have a true understanding of responsive and compliant local IT support.

Who are we?

ESP provides customised IT support solutions to companies across the globe in a variety of industry sectors. Expertly managed by a dedicated customer success team, we offer day-to-day support via a team of on-site engineers or responsive visiting engineers, IT Help Desk coordination of all your IT support requirements, or delivery of a specific project such as a change of system or a company-wide installation of new hardware, all tailored to meet customers' needs.

Our ability to deliver customer-centric, targeted and tailored IT support solutions is a natural fit for the complex needs of the fast-paced and evolving aviation industry. We develop technology-based solutions to address the high emphasis on meeting extremely short service levels spread across large campus areas with strict security controls. Supporting equipment for airports and airlines in many locations worldwide, this experience has led to an IT support approach that applies equally to any global business with multiple international locations, wide campuses, and demanding security requirements. Plus, our spares, repairs, and logistics service enables us to deliver intelligent end-to-end IT hardware lifecycle management anywhere in the world, to always keep you up and running.

Quality assurance

We uphold the highest standards of ethics, compliance, and security. We are fully ITIL-aligned and ISO-accredited for Environment, Information Security, Business Continuity, IT Service Management, Quality, and Occupational Health and Safety, and have privacy built by design into all our systems.

We are also TRAC certified for anti-corruption, human rights, labour and ESG, aligned with the principles of the United Nations Global Compact, SafeContractor Approved, and Cyber Essentials Plus certified.

CYBER ESSENTIALS CERTIFIED PLUS

TRAC

Citation ISO Certification

A global provider of local IT support

We deliver proven global service wherever it's needed with a true understanding of local requirements, 24/7.

Effective global operations are coordinated from our HQ in the UK which houses our global IT Help Desk, main service delivery function and spares, repairs, and logistics (SRL) hub. This is supported by strategically located regional operations centres and depots across the globe to ensure we deliver a first-class experience wherever you are in the world, and provide our engineers with the parts they need, when they need them. This means you can always talk to an ESP person in your working day who understands the nuances presented by language, culture, time zone and currency.

Our fully operational global footprint enables rapid response times for existing customers and fast implementation of services for new customers. So, wherever you are in the world, you can always rely on an efficient, convenient service that feels like it is being delivered by a local company.

GLOBAL FOOTPRINT

26
ESP country presence

160+
Countries served

7
Languages

End-to-end IT support solutions

ESP teams operate across the globe, delivering an extensive array of services on an impressive scale. Whether its field engineers for IT issues as they arise, often resolving them remotely, or a complete managed service with full-time engineers on site – we have the capacity and capability to keep your business IT up and running 24/7, 365 days a year.

EFFICIENT ISSUE RESOLUTION

We understand the impact IT issues can have on business operations, and therefore aim to make the entire process, from incident reporting right through to resolution, as simple and efficient as possible. We use the market-leading toolset, ServiceNow©, alongside sophisticated reporting software and our in-house developed enhancements. Benefits include:

- 24/7 service anywhere in the world
- A single point of contact for all IT incidents and requests
- Technically knowledgeable agents
- Multilingual
- Convenient fault logging via phone, desktop and mobile apps, email or web chat
- Customisable user interface
- Real-time fault tracking
- Automation of tasks and workflows
- Easy-to-access, full visibility reporting
- Continuous improvement and system evolution

SECURITY IS PARAMOUNT

All our engineers are highly trained, fully qualified and security checked to the highest level required for each location we operate in, giving you complete peace of mind.

ServiceNow

ESP is a trusted ServiceNow Implementation Partner with a strong global presence - especially in the aviation industry. We offer end-to-end ServiceNow services, including full platform implementation, custom application development, and ongoing support to ensure long-term success and value from your investment.

MANAGED WORKFORCE

We can help you enhance management capabilities and simplify resource planning through a single on-demand workforce. We'll supply you with credible, talented professionals to meet your staffing needs, and offer functional support with attendance tracking, remote monitoring and management tools.

BESPOKE SUPPORT

We deliver the service you want by listening and tailoring our approach, and what's more, we are flexible and agile enough to adapt as required, as your business changes. The IT support services we provide include:

- **IT Help Desk**
  Log and track all your IT issues through to resolution, 24/7 in multiple languages
- **Global onsite IT support**
  Onsite engineers provide an effective service to your users throughout the working day, working as an extension of your team
- **Global field services and IMACDs**
  Field engineers located nearby to offer timely, on-demand support, and fulfil IMACD services, tailored to your needs
- **Spares, repairs and logistics**
  Lifecycle services, warehousing, configuration and staging services to ensure you have the hardware you need, when and where you need it
- **IT professional services**
  A structured project management approach with visibility, management and control of cost, quality, time and scope for any sized IT project

Our people

A vibrant global community ready to serve you

LIVING OUR VALUES

Our core values — Approachable, Respectful, Collaborative, Passionate, Honest — are at the heart of every interaction, driving our teams to exceed expectations and build lasting relationships with our customers and each other.

Exceptional people delivering outstanding service

At ESP, it is our people that set us apart. They embody our commitment to delivering exceptional service and innovative solutions to our customers worldwide. When you choose ESP, you're not just selecting a service provider — you're partnering with a team of talented professionals committed to your success.

You can rely on us because of the exceptional individuals behind every service we deliver. From security-cleared technicians ensuring seamless IT operations at some of the world's busiest airports to skilled field service engineers supporting global retailers, manufacturers, and other leading industries, ESP's people are the foundation of our reliability.

DELIVERING EXPERTISE ACROSS INDUSTRIES

No matter your industry, ESP's people bring the right expertise to the table. We support critical IT environments, offering:

- **Airport IT Services:** Dependable support from vetted, security-cleared technicians ensuring your operations run smoothly
- **Global Field Services:** Skilled engineers delivering on-site support for some of the world's largest brands
- **Help Desk & Remote Support:** Efficient problem-solving to keep your systems running without disruption
- **Corporate Expertise:** Strategic insights from our back-office professionals, driving operational excellence

ESP PEOPLE MAKE THE DIFFERENCE

Our people are passionate about what they do. They work tirelessly to understand your needs, anticipate challenges, and deliver solutions that make a measurable difference. Their dedication and expertise inspire confidence, making ESP the partner of choice for businesses worldwide.

With ESP, you gain more than a service provider — you gain a trusted partner committed to helping your business thrive. Let us show you how our people make the difference. At ESP, our people are the reason you can trust us to deliver excellence every time.

Innovating for you

We are always looking for new ways to delight our customers, and technological innovation is at the forefront of this.

We customise market-leading systems so they support the way we want to deliver service; and develop our own technology, tools and processes to add new functionality to these systems. This further enhances our ability to address customer needs. Our fully integrated solutions network is designed to ensure we are working at optimum efficiency, enabling us to pass on the benefits to you.

ESP has a programme of continuous investment in product enhancements and improved process flows to accommodate the ever-increasing complexities of delivering effective services globally.

OUR SOLUTIONS NETWORK

ESP's proprietary applications

Our innovations in services are revolutionising support operations, ensuring prompt response and resolution to IT infrastructure and equipment failures, thereby minimising disruptions to your customers' experience.

We utilise advanced technologies such as natural language processing to swiftly detect and route equipment failures to the appropriate response teams. This seamless integration enables remote resolution of issues or dispatch of skilled technicians to address problems onsite, enhancing operational efficiency and passenger satisfaction.

ESP's Scan2Fix mobile app makes it easy to report IT faults on the move, enabling fast, accurate fault reporting through a simple barcode scan. Designed for organisations with a mature asset lifecycle management process, Scan2Fix allows staff to scan any tagged asset, identify the issue, and see details of the equipment. The app automatically sends its location to the nearest available technician. Faults can be tracked and updated in real time, giving your teams greater visibility and control over every IT asset in your business environment.

Click2Fix is an easy-to-use desktop application enabling the user to quickly report faults and track previously report faults. Simply select the faulty equipment from a list, select what the fault is from a list, and click to fix. A technician will be automatically dispatched to resolve the issue.

ESP ADA (Advanced Data Analytics) is a powerful platform for understanding and visualising incident activity within a location that's recorded by ServiceNow, supporting self-service analysis.

ESP ADA is integrated into ServiceNow, providing near real-time interactive visualisation of your incident activity, to support the identification of trends, potential problems or more general continual improvement opportunities. ESP ADA provides a greater level of understanding of the activity across your location.

Our direct workforce is made up globally from direct employees, contractors and contingent workers – at your site or in field services.

ESP TEMPO workforce management tool provides seamless management of this diverse global workforce. This bespoke solution streamlines workforce operations by automating scheduling with regional variations, enabling efficient time tracking through intuitive interfaces with geofencing and exception alerts, and simplifying timesheet management with customer reporting and payroll integration. TEMPO also optimises absence management, handling holidays, sickness, and shift swaps with ease, ensuring a reliable, adaptable, and efficient approach to workforce management.

AirportNow® – the ultimate service management solution for airports

Leveraging over three decades of expertise in supporting airport IT infrastructure, AirportNow is the ultimate service management solution built on the ServiceNow platform, designed by ESP specifically for the demanding needs of the airport environment, ensuring your airport's systems stay running smoothly.

esp AirportNow®
AVIATION SERVICE MANAGEMENT SOLUTION

INNOVATION MEETS EFFICIENCY

AirportNow offers a comprehensive, customised, and competitively priced out-of-the-box solution that can be integrated into any existing service desk or technical team. AirportNow covers the entire IT value chain, from asset management to incident, problem, and change management, as well as field service.

Our service management toolkit offers flexibility, whether you choose the convenience of ESP hosting or opt for customer-owned instances, or even a hybrid model. Our intelligent incident reporting and automated ticket routing system effortlessly directs issues to the right hands – whether it's your team, a partner, or our dedicated ESP engineers.

AIRPORTNOW LITE FOR REGIONAL AIRPORTS

For regional airports reliant on the availability of someone on call to keep the wheels turning to provide the best service for passengers, ESP's AirportNow Lite is the perfect, competitively priced, multilingual, automated solution that provides digital dispatch of an engineer at the click of a button, reducing the load on the airport – wherever you are! It even works with equipment that doesn't have a UI – simply scan a barcode to instantly log your issue and dispatch an engineer.

ESP Dynamic Innovation

espDynamic INNOVATION MODELS

Legacy IT support models in airports, with fixed SLAs and rigid contracts, can lead to high costs, inefficiencies, and underutilised resources. These static approaches limit flexibility, fail to fully leverage passenger processing equipment, and struggle to adapt to fluctuating demands. We transform IT support with a tailored approach combining multi-vendor expertise, advanced ITSM solutions, and AI-driven insights. This innovative model delivers smarter, more efficient support, reducing costs, improving service delivery, and unlocking the full potential of airport operations.

We have developed dynamic support models that optimise resource allocation and equipment availability in complex airport environments. This innovative approach ensures that fluctuating demands on resources and equipment, whether daily, monthly, or seasonally, are effectively managed.

By leveraging years of extensive data gathered from ESP ADA, and harnessing AI capabilities, we are able to anticipate and adapt to changing operational needs, further streamlining processes and helping our airport customers to reduce costs.

Peak and trough in passenger flow at Luton Airport, around one hour time difference.

espDynamic CORE FLEX

Integrates **core hour coverage** with dedicated onsite resources, **flexible visiting services** during off-hours, and on-call support.

espDynamic CAPACITY SLA

Dynamically adjusts SLAs based on **equipment usage** patterns, ensuring optimal operational costs and resource allocation.

espDynamic SMART RESOURCING

Adjusts resource allocation dynamically to match the seasonal **peaks and troughs** in the airport environment.

espDynamic ADAPTIVE SLA

Adjusts service level agreements (SLAs) based on **time of day and day of the week** ensuring efficient allocation of resources.

Over 32 years' service to the aviation industry

ESP is recognised as the expert provider of aviation IT support. Many of the world's biggest and most successful aviation companies turn to us for all their IT support needs because we understand the unique demands of airports, airlines, and aviation technology providers.

EXPERIENCE

Since our teams are all aviation experts, we understand what airports and airlines need from their IT support services. With over 30 years of aviation experience, we truly make a difference to our customers.

ADVANCED DATA ANALYTICS

Our solutions provide insights into the performance of equipment and services. This allows the proactive identification of issues and a real focus on uptime performance.

SELF HELP

Our self-service platform has been certified for use on multiple vendor platforms and performs fault logging and tracking tasks in a simple and intuitive manner.

TRANSITION EXPERIENCE

We are experts in managing transitions from incumbent suppliers. Our dedicated transition teams work with our customer to smoothly deliver the transition process.

Innovative solutions for aviation

ESP provides cutting-edge solutions for airport operations, ensuring seamless efficiency and first-class service standards. We have cultivated a deep understanding of the intricate operational processes and unique biorhythms of airports worldwide. Recognising the critical nature of airport systems, from passenger check-in to baggage handling, we are well-versed in the technologies driving these operations.

FOCUS ON OPERATIONAL EFFICIENCY

Our extensive history of providing tailored IT support services to the global aviation industry has equipped us with the expertise to develop innovations specifically tailored for aviation. We have introduced cutting-edge technology to enhance the seamless flow of airport IT operations. With our 24/7 IT support services, thoroughly screened and vetted onsite engineers, and around-the-clock service desk, we ensure uninterrupted service delivery at a competitive rate.

We support every type of airport and airline technology, as well as back office and corporate end-user computing:

- CUTE, CUPPS, CUSS
- Bag drop
- Biometrics
- e-Boarding gates
- Security and immigration gates
- Flight Information Display Systems
- Baggage Reconciliation Systems
- Retail and in-store IT
- AODB (Airport Operational Database)
- Security lanes
- Back office computing

VETTED AND SECURITY CLEARED TECHNICIANS

ESP provides vetted and security cleared technicians to a multitude of aviation customers across the globe, including:

- Systems integrators
- Airlines
- Airport authorities
- Handling agents
- Retail systems providers
- Travel companies

Your trusted global IT Help Desk partner

Our global service desk already manages over 1,000 tickets a day for more than 200 customers, ensuring businesses have the IT capabilities to perform at an optimum level. Operational 24/7 wherever you are in the world, our experienced agents are there to take the pain out of IT problems.

BESPOKE SOLUTIONS

As a vibrant and dynamic IT services company, we developed our own extensive service desk to handle huge volumes of calls simultaneously from multiple locations, 24/7. Years of investment, ingenuity and innovation led to a sophisticated and streamlined service. Many of our customers asked if we could do the same for them, and today we run service desks for businesses across the globe, who all benefit from the economy of scale such an established function can provide.

You can fully or partly outsource your IT service desk to us, and we will manage it through our global IT Help Desk, or by building you a dedicated solution. We offer a variety of options built around your workflow requirements, from a peak flow and out-of-hours service to assist your existing service desk when they need additional support, right through to the provision of a full-time, onsite service desk tailored to your business needs.

SUPERIOR SERVICE

Our commitment to a seamless service is managed by our worldwide Customer Success team, providing you with a single point of contact to answer all your needs and ensure the services provided meet or exceed expectations. The team also run our Continuous Service Improvement Programme (CSIP) to ensure we not only deliver our best, but act on customer input to make our service even better.

GLOBAL REACH, LOCAL EXPERTISE

Our IT Help Desk is available in the following languages:
English, German, French, Italian, Spanish, Portuguese, and Hindi

EFFICIENT DELIVERY

Our service desk is available as an onsite or remotely managed service, with the option for a hybrid peak time and out-of-hours service if you have your own desk and just need some additional support. We use the market-leading toolset, ServiceNow, alongside sophisticated reporting software and internally developed functionality enhancements. Benefits include:

- 24/7 service anywhere in the world
- A single point of contact for all incidents and requests
- Technically-knowledgeable agents
- Convenient fault logging via phone, desktop and mobile apps, email or web chat
- Customisable user interface
- Real-time fault tracking
- Automation of tasks and workflows
- Easy-to-access, full-visibility reporting
- Continuous improvement and system evolution

SIMPLE TO SWITCH

Our robust transition process means you can trust us to deliver a smooth and efficient changeover from your existing service desk provider, so you can enjoy the peace of mind that ESP will bring.

Professional IT project solutions

ESP is trusted to deliver IT projects on time and on budget for any type of organisation worldwide. With a keen understanding that every project is different, be that a platform migration, global desktop refresh, system audit or any other company-wide IT project, we pride ourselves on efficient planning and delivery to ensure minimum disruption, while meeting your business objectives.

BESPOKE PERSONNEL

As experts in IT support and solutions, we recognise that every project is a unique undertaking, and all projects are managed by our dedicated, professionally qualified Projects Team. With ESP engineering teams and expert consultants on hand to provide support all over the world, we are ideally placed to put a skilled project team in place, where and when you need them.

END-TO-END EXECUTION

From the initial analysis of your requirements through to final close and sign off, your project will be professionally managed to ensure we meet your business objectives. We start by conducting a full needs assessment to understand the business objectives and requirements before designing and presenting an achievable, cost-effective solution.

All deliverables and acceptance criteria for each phase of the project will have been carefully defined, change will be controlled to ensure we stay within agreed scope and budget, and any risks or issues will be identified and managed.

TRIED AND TESTED APPROACH

Our industry standard tried and tested approach to every project breaks it down into four key phases:

Initiation phase

Analysis, solutioning, baselined schedule, project workbook, stakeholder analysis, communication plan, quality plan, quotation

Planning phase

Finalised approach, project tracking tools, work instruction, defined review process, kick-off meeting, detailed planning

Execution phase

Project delivery, monitoring, change management, risk and issue management, progress tracking and reporting

Close-out phase

Finalised financials, assignment of any ongoing actions, lessons learnt and formal close review

With every eventuality covered and full visibility on project progress provided, you can enjoy peace of mind that everything is on track from start to finish.

TAILORED COMMUNICATIONS

We recognise the need to keep everyone informed of project progress, and that it's the key to project success. That's why our initiation phase includes a stakeholder analysis and the development of a project communications plan. We ensure we understand who need to know what, and when, and at what level of detail right at the outset ensuring full support throughout the project.

ONGOING OPERATIONS

As leading providers of ongoing IT support, if completion of your project creates a requirement for periodic or ongoing support of new systems or hardware, then we are ideally placed to provide transition services, with dedicated service and support personnel in place across the globe.

End-to-end IT procurement services

At ESP, our expertise in hardware provision and long-standing relationships with a global network of suppliers mean we can offer a cost-effective, efficient managed IT procurement service. We take a strategic approach to procurement, considering the total cost of ownership throughout the lifecycle of IT assets to maximise value for our customers.

BESPOKE RESOURCES

As a leading global provider of IT support, we are responsible for sourcing, supplying and maintaining hardware for customers all over the world. We are accredited with the major manufacturers, maintain a global network of trusted suppliers and can share the benefits of long-standing relationships and regular purchases.

Committed to ethical sourcing and environmental responsibility, we ensure that all goods and services adhere to international laws and industry standards. With ESP's procurement expertise, you can rely on a seamless, transparent, and compliant process that delivers the best IT solutions while supporting long-term operational success.

By outsourcing your procurement needs, you can rely on us for on time, on spec and on budget delivery of all the equipment you need, with the reassurance it meets our meticulous standards.

FLEXIBLE DEPLOYMENT

Our procurement service includes:

- Resource planning
- Sourcing, negotiating and purchasing
- Receiving and storing until the implementation date
- Full set-up including pre-imaging and asset-tagging
- Delivery to almost all global locations as required

Warehouse and staging

With regional storage and distribution hubs strategically positioned across the globe, we ensure seamless handling and delivery of your IT assets wherever you operate. Our state-of-the-art facilities are equipped with advanced technology and manned by skilled professionals, protecting the safety and security of your equipment at every step of the journey. Whether you need storage solutions, transportation services, or both, our logistics team is dedicated to providing timely and cost-effective solutions tailored to your specific needs.

COMPREHENSIVE IT ASSET MANAGEMENT

Our job doesn't stop when you take delivery of your hardware, we continue to work with you to manage supplier contracts, warranties and stock levels to ensure your resources are used efficiently and you are not paying for any unnecessary repairs.

Our comprehensive offerings encompass spares, repairs, logistics, hardware configuration and staging, providing you with a one-stop solution for all your IT asset management requirements, and ensuring there are spares available if needed.

SIMPLE TO SWITCH

Our robust transition process means you can trust us to deliver a smooth and efficient changeover from your existing procurement provider or internal procurement team, so you can enjoy the peace of mind that ESP will bring in a matter of days.

Commitment to the principles of ESG

At ESP, ESG isn't just a framework — it's how we do business. We are committed to Environmental, Social, and Governance (ESG) principles, integrating sustainability, ethical practices, and strong governance into everything we do.

Our latest environmental initiatives include expanding EV charging at our Reading head office — now offering free charging for employees — and installing energy-efficient lighting to reduce power consumption. These efforts align with our goal to create a more sustainable future.

On the social front, we champion diversity, inclusion, and ethical business practices, supporting positive pay gaps, local communities, and charitable initiatives. Strong governance ensures transparency, accountability, and integrity, fostering trust with our employees, customers, and partners.

We're not just talking about ESG — we're taking action.

Delighting our customers since 1992

ESP celebrated its 30th anniversary in 2022, and continues to expand under the careful leadership of a committed team, supported by dedicated global teams, with every person contributing to the company's continued success.

32 YEARS OF ACHIEVEMENTS

2025

AWARD: **Chamber of Commerce International Trade Business of the Year**
AWARD: **International Tech Company of the Year**

2024

IT support for major airline in North America, supporting over 200 airports
AWARD: **Best Global Aviation IT Support Company**

2023

AWARD: **Chamber of Commerce Export Business of the Year**
AWARD: **Edinburgh Airport Campus Partner of the Year**

2022

First airport EUC and service desk contract, US
Significant managed services support in all European locations for a global conglomerate
Expansion into Czech Republic, Slovakia and Romania
AWARD: **International Tech Company of the Year**

2021

Service desk and EUC support for global airline handler
Expansion into Canada, Denmark, Norway, Poland, Sweden, major hub created in India

2020

Supported key pandemic-related services

2019

AWARD: **Thames Valley Tech Company of the Year**

2018

Pan-European support of global sports brand
Expansion into Italy
AWARD: **Best Use of Technology**

2017

Expansion into Belgium, Germany, Netherlands and USA

2016

Service desk and EUC for major UK charity
First major contract with a global SI supporting a major pharmaceutical company
Expansion into Argentina, Colombia, Mexico, Portugal, Spain and Switzerland

2015

First global car rental company support
Expansion into Australia, Philippines, and Singapore

2013

First direct airport supporting all systems
First direct airline support in LATAM
Multilingual service desk

2012

First direct airline service desk contract
First non-aviation contract outside of UK
Expansion into Trinidad

2011

First airport datacentre support contract
International railway company (all locations)
Expansion into Hong Kong

2009

Global aviation SI EUC support contract (still supporting)
First direct airport

2006

First global airline
Expansion into Ireland

2005

First direct airline (supporting all non-head office locations)

2000

First airport common use support contract (still supporting)

1994

First aviation support contract
First US ATI support contract
First major IT hardware contract

esp
GLOBAL SERVICES

IT support services
tailored to your needs

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