

Local IT Support
ebookers.ch

Testimonial

The requirement: An IT department in Geneva

Ebookers is a multinational company with its headquarters in London. The IT department has branches all over the world, but employees in Geneva have to call ebookers in Germany when in need of assistance. Ebookers has therefore decided to entrust IT maintenance in the Geneva office to Infologo.

"We have worked with Infologo since 2008 and I must say that this collaboration has always been excellent.

The engineers are highly competent, and they really understand our infrastructure and our way of operating.

They are reliable, pro-active, and always meet their commitments. We really are very happy with Infologo's work, and with the good relations between us."

H.B.
IT Manager Germany & Switzerland

The solution: on-site support and assistance contracts

Infologo has responded to this need with a support contract guaranteeing a minimum response time, coupled with an on-site assistance contract providing for advance scheduling of the presence of an engineer each month.

The advantages: fewer IT problems, therefore higher productivity

The staff at ebookers in Geneva can count on the regular presence of IT engineers, as well as having them on call, meaning less travel and shorter visits for IT managers from Germany.

ebookers.com

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ebookers.com, was established in 1998, and its company's origins go back almost 20 years under the name of Flightbookers Ltd. Flightbookers was founded in Earls Court, London in 1983 by Dinesh Dhamija and in 1996 was the first travel agent to launch an interactive travel website in the UK. This was so successful that in 1999 the internet arm was separated to form ebookers.com and the new company taken public with a flotation on Nasdaq in New York and Germany's Neuer Markt. The \$61m raised at flotation was used for a Pan-European roll-out and November 2000 saw ebookers.com buy Flightbookers for \$15m and reunite the two companies.

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