

Private & Confidential

Ref: ARC Services (UK) Ltd – reference

Date: August 2020

To whom it may concern,

SSP have worked with ARC Services for over sixteen years in both a project and service provision capacity. We have no hesitation in recommending their services which we have found to be of the highest standard.

What we find unique about ARC is their total commitment to service which goes completely beyond an SLA based approach. In truth ARC are best described as “obsessive” about service and are the only service company we have found that tick the “as good as going there yourself” box. Working with ARC we have been able to implement services that have moved our user experience beyond where SLA’s are a talking point.

Much of this stems from their completely innovative approach to service delivery in which they completely understand the drivers behind us delivering a great experience to our customers. Their management structure ensures that once our mission has been understood and embraced this passion is then disseminated throughout their organisation to every engineer. The service consistency they deliver has been a hallmark of the high regard in which our frontline staff holds the ARC company.

Throughout the long relationship with ARC we, like most companies, have experienced many changes, both in terms of the services we need partners to deliver and the cost-drivers that have ensured service delivery is seen as successful through challenging economic times. ARC have shared this journey with us and at every point always been prepared to take on board and offer new perspectives to respond to these challenges.

We rely on ARC to keep our trading units throughout the UK & Ireland, as well as other regions such as the Nordics and the Netherlands, operating with maximum device uptime levels which has a direct effect on revenue generation. We have also recently worked with them to ensure that the IT elements of our H.O. relocation went smoothly. Commercially our relationship has moved from fixed price to event-based pricing but a “service first” culture has always ensured that such challenges have never become roadblocks.



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