

News

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ebuyer partners with OrderWork to offer services to its hardware customers

OrderWork, the IT Services marketplace, has agreed a partnership with ebuyer, the UK's largest independent online retailer of computer technology and consumer electronics products, to provide support and installation for services to ebuyer's 1.5 million registered customers.

Under the terms of the agreement, OrderWork source specialist engineers from its national marketplace to install products ordered from ebuyer's online store. Initially, the service applies to selected hardware items, but ebuyer aims to extend it to the full range of business and consumer products by the end of the year.

One of the first products to benefit from the installation package is a wireless bundle on routers, which will ease the connection process for customers and reduce any potential frustrations encountered while getting connected.

ebuyer Head of Commercial Operations Dave Wood said, "We wanted to offer a full end to end solution to our customers. ebuyer is dedicated to satisfying customer needs and research has shown that as digital technology becomes ubiquitous, so has the frustration surrounding installing hardware, particularly routers. We can ease that frustration by offering reasonably priced services. OrderWork's business model and values fit that of ebuyer and we look forward to working together to provide a seamless service for ebuyer customers".

Toby Strauss, Executive Chairman of OrderWork said "We are delighted to be working with ebuyer to help them expand into services consistent with their reputation for low prices, swift delivery and excellent customer support. OrderWork's flexible resourcing model provides nationwide coverage for ebuyer customers for

installs and upgrades of their hardware and software purchases so they can get the most out of their technology.”

About OrderWork

OrderWork (www.orderwork.co.uk, www.orderwork.de) is an IT Services Marketplace, that delivers the best IT skills at competitive rates nationwide via a network of over 1,600 vetted suppliers. From a single source, OrderWork’s clients can request resources for one hour or three months, enabling them to meet peaks in demand, service far-flung locations, and carry out major implementations. Our innovative platform and ratings of over 11,500 jobs enables OrderWork to source the highest quality engineer, in the city you want, with the certificates you need. Based in West London, OrderWork is venture-funded by Bessemer Venture Partners and Wellington Partners.

About eBuyer

ebuyer was founded in November 2000 with startup capital of £250,000 by Paul Cusack, its annual turnover was in excess of £220m by September 2005. ebuyer is now the UK’s largest independent online retailer of computers, components and electronics. It was founded in Sheffield, and in 2006 moved to its 280,000 square foot Headquarters in Howden.

ebuyer has a reputation for low prices and swift delivery (all products purchased can be delivered next day). ebuyer also strives to ‘offer the best service on the Net’ with its online help, order tracking, and account statements delivered online. The company also offers Customer Support telephone help to customers between 9AM – 7PM – with average wait times currently averaging under 1 minute. ebuyer’s ‘eNotes’ system responds to customer enquiries within 24 hours.