



## Press release

18 November 2024

# 3i-backed Evernex continues its international growth with acquisition of Ultra Support

3i Group plc (“3i”) announces that Evernex, a global leader in third-party maintenance (“TPM”) services for data centre infrastructure, has acquired Ultra Support, a leading UK-based TPM provider.

Ultra Support is a pure provider of third-party maintenance for data centres, servers and networking equipment. It is solely focused on channel sales through large IT service providers, reaching a user base of more than 1,100 end customers. The company combines expert technical and delivery capabilities with granular geographic coverage of the UK.

The acquisition marks the seventh since 3i’s investment in Evernex in October 2019. It sees Evernex reinforce its position in the UK, a strategic geographic expansion market due its size – the second-largest TPM market in Europe – as well as its rapid growth and the presence of international customers.

Evernex and Ultra Support have a track record of working together as commercial partners and combining the two groups is highly complementary. It will provide opportunities to deliver additional commercial synergies, building on the common values and culture between the two groups. The ongoing leadership of Ultra Support’s core team will maintain the same commitment to customer service and high standards that its partners expect and, as part of Evernex, Ultra Support will be able to leverage its expertise on a global basis.

Peter Hodgson, CEO and Co-Founder, Ultra Support, said: “Joining forces with Evernex represents an exciting opportunity for Ultra Support, our partners, and our team. Evernex’s global presence and comprehensive service offerings allow us to better meet the needs of our partners, both locally and internationally. Importantly, our commitment to a channel-only model ensures that it remains business as usual for our partners. Together, we are well-positioned to enhance the service experience for our partners and provide a wider range of solutions for data centre third-party maintenance.”

Stanislas Pilot, CEO, Evernex, said: “We are thrilled to welcome Ultra Support into the Evernex family. Their expertise in enterprise IT hardware maintenance and their strong channel relationships align perfectly with our mission to deliver reliable, flexible, and scalable IT solutions worldwide. A key element of this partnership is retaining the talented team at Ultra Support, who have been instrumental in the company’s success. This has always been our approach in M&A transactions, as we value and rely on local expertise to ensure seamless integration and growth.”

Marc Ohayon, Partner and Co-Head of France Private Equity, 3i, said: “With Ultra Support, Evernex gains an expert player in the UK TPM market, the second-biggest TPM market in Europe. Ultra Support’s expertise and quality of service make it an ideal partner. Since the beginning, our strategy has been to grow Evernex into an integrated global TPM provider, and this acquisition is another great step on that journey.”

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**Notes to editors:**

**About 3i Group**

3i is a leading international investment manager focused on mid-market Private Equity and Infrastructure. Its core investment markets are northern Europe and North America.

For further information, please visit: [www.3i.com](http://www.3i.com)

**About Evernex**

Evernex is a leading third-party maintenance provider that specialises in the support of data centre infrastructure, helping to extend the lifespan of IT hardware, minimise system failures, and repair functional equipment. Additional solutions include spare parts management, recycling, secure data disposal, data centre removal and relocation, library repair, IT hardware rental, and financing solutions.

With a global footprint across 165+ countries, 500,000+ IT infrastructure systems maintained, readily available spare parts in over 340 forward-stocking locations, 24/7 technical support, and multi-vendor expertise, Evernex is a dependable partner and a convenient single point of contact for IT departments across industries.

For further information, please visit: [www.evernex.com](http://www.evernex.com)

**About Ultra Support**

Ultra Support is a UK-based third-party provider of data centre maintenance and project services headquartered in Melksham, Wiltshire. Ultra Support has built a strong reputation within the IT services industry, specialising in responsive, reliable support for mission-critical IT assets. With a large network of forward-stocking locations across the UK, Ultra Support's dedicated professionals support tens of thousands of IT assets, ensuring high levels of service.

The company holds ISO27001, ISO9001, and ISO14001 certifications, demonstrating its commitment to quality, data security, and environmental responsibility.

For further information, please visit: [www.ultrasupport.co.uk](http://www.ultrasupport.co.uk)

**Regulatory information**

This transaction involved a recommendation of 3i Investments plc, advised by 3i France.