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Barrister Expands AI-Enabled Global IT Service Delivery Across 112 Countries Through Its Service Management Platform “BAM”

“Where in the world do you need us? We’re already there.”

Covington, LA — Barrister Global Services Network, a woman-owned IT services provider with nearly five decades of field service experience, today announced expanded global service delivery capabilities across 112 countries, supported by its AI-enabled service management platform “BAM” and growing international partner ecosystem.

For nearly 50 years, Barrister has delivered installation, repair, and maintenance of multi-vendor IT equipment for commercial, government, retail, and enterprise organizations. Today, the company provides a comprehensive portfolio of field services, service desk operations, enterprise infrastructure support, logistics management, and project-based deployments across the Americas, EMEA, and APAC.

“Our clients require a partner capable of supporting complex technology environments that extend far beyond a single geography,” said John Bowers, Chief Operating Officer of Barrister Global Services Network. “Barrister has built a scalable global delivery model that combines operational excellence, service management discipline, strategic partner relationships, and extensive field coverage to support customers wherever business takes them.”

A key differentiator behind Barrister’s global delivery model is BAM, the company’s AI-enabled service management platform and customer interface. BAM powers Barrister’s Service Management framework by providing centralized visibility, real-time service updates, SLA tracking, reporting, governance, and single-point accountability across service events.

“Global coverage only matters if customers have visibility and control,” said Jay Eschman, Director of TMD and Vendor Management. “BAM gives customers a centralized interface for managing service activity, measuring performance, and maintaining accountability across regions.”

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Global Capabilities

Barrister's international service portfolio includes:

- Multi-country field service delivery and coordination across 112 countries through a growing international partner ecosystem.
- Enterprise field services supporting end-user devices, servers, networking equipment, POS systems, printers, and peripherals.
- 24x7 remote technical support and multilingual service desk operations.
- Smart Hands support for data centers, branch offices, and retail environments.
- Technology lifecycle management including deployment, maintenance, logistics, asset recovery, and disposition.
- Global project deployment, installation, and technology refresh services.

Operational Excellence

Barrister's delivery model is built upon ISO-based quality processes, ITIL methodologies, and Six Sigma management disciplines. The company maintains rigorous quality standards, including:

- More than 95% achievement of contracted Next-Business-Day and Same-Business-Day onsite response commitments.
- 96% SLA compliance across measured customer programs over the past five years.
- Dedicated Quality Assurance programs with measurable performance standards.
- Total Call Ownership from dispatch through final resolution, including logistics and parts management.

Scale and Reach

Barrister provides onsite coverage to every U.S. and Puerto Rico ZIP code and across Canadian postal codes through a network of more than 13,000 technical resources throughout North America. Internationally, Barrister's partner ecosystem adds more than 3,000 technicians operating in 325 cities across 112 countries.

Together, these resources support commercial, government, retail, and enterprise organizations through a single-source delivery model designed to reduce operational complexity while improving service consistency worldwide.



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About Barrister Global Services Network

Founded in 1976 as Barrister Information Systems, Barrister Global Services Network has evolved from an early technology provider serving the legal profession into a global IT lifecycle services organization. In its early years, Barrister developed, marketed, and serviced integrated mini-computer systems for law firms, ultimately supporting more than 1,000 law firm customers and establishing the field service foundation that continues to define the company today.

Since 2000, Barrister has focused on installation, repair and maintenance of multi-vendor IT equipment, supporting commercial, government, retail, and enterprise organizations with multi-vendor field services, service desk support, logistics management, lifecycle services, and project-based deployments worldwide. Barrister is a WBENC-certified woman-owned business headquartered in Covington, Louisiana.

For additional information, visit Barrister.com.