



EWA – we tell you more...



EWA Bespoke Communications

About Us

EWA is a UK-based specialist customer relationship management agency offering multi-channel communication solutions, bespoke to our clients' needs.

We offer a full service approach to CRM: from brand-dedicated contact centres to complex database marketing and customer insight.

Through a combination of contact management, data and insight services we design and implement relationship management programmes that deliver a measurable return on investment.

Company Facts:

- Established 1981
- 85 Employees
- Two sites in Chelmsford
- ISO Accredited
- IIP & CCA status
- Member of DMA

What we offer

EWA's capabilities and specialisms provide a complete solution to contact management and customer communications.

Our services include:

- Communication Centres
- Digital Marketing
- Customer Insight
- Data Management
- Relationship Development

Each of our individually tailored communication programmes benefit from in-depth knowledge and marketing expertise.

We aim to bring relevance to every communication programme we manage: relevance of channel, relevance of message and relevance of timing.

Everything we do at EWA reflects our client's brand. Managing relationships is at the heart of our business and this is backed up by technical and sector specific knowledge that is second to none.

What makes us distinctive?

The extensive training of our staff; our investment in project definition; and an in-depth understanding of our clients; sets us apart from our competition.

We strive to add value to each client project, going beyond the brief to explore and implement opportunities for relevant and targeted communications.

Where we add value

EWA has a long and successful track record of working with clients and their agencies on a wide range of projects.

We specialise in integrating and co-ordinating marketing disciplines and services to create an holistic view of marketing activity and customer behaviour. This approach impacts positively on campaign costs and clarity of communications.

Some of our clients

- adidas Group
- apetito
- COI
- Department for Work and Pensions
- Homes & Communities Agency
- Immigration New Zealand
- Kraft – Kenco
- Marks & Spencer
- Merrial Animal Health
- Nissan
- TDA – Return To Teaching
- University of Essex

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