

CCE key facts

Established: 1980
 Turnover: £15 million
 Employees: 150
 Customer base: 600+
 Coverage: UK nationwide
 Offices: London & Manchester

Industry Sector: CCE delivers IT support services to customers across a wide range of industries. We develop specific expertise to respond to the specific needs of individual sectors.

Services include:

- Hardware Support
- Business Continuity
- Outsourcing & Managed Services
- Online Backup Services
- Out of Hours Service Desk
- Managed Voice & Data
- Systems Integration
- Managed Hosting

Credentials

- Over 30 years' IT support experience
- Fully qualified technicians
- Industry recognition
- Partner accreditations

Industry leading IT support from an industry leading provider

This is CCE



CCE is one of the UK's largest independent IT support providers, delivering managed services, hardware support services and solutions to over 600 private and public sector customers. Our philosophy of 'Service beyond the call' ensures delivery of a high level of support through a consultative approach strengthened by long-term strategic partnerships with leading IT vendors.

Our highly skilled technical team is constantly trained in the latest technologies, services and products, ensuring an unrivalled level of service. We are focused on building relationships through the provision of bespoke services to suit individual customers' needs.

THIS IS BORNE OUT BY OUR CUSTOMER RETENTION RATE, ONE OF THE HIGHEST IN THE INDUSTRY.

'Service beyond the call'

CCE builds an in-depth profile and understanding of each customer's business model, processes and objectives which allows us to create and deliver bespoke IT services. Combined with unrivalled product knowledge, this instils a spirit of trust and partnership – paramount for any successful long term relationship. This has earned us widespread respect within the industry.

IN THE LAST SEVEN YEARS WE HAVE RETAINED 92% OF OUR CUSTOMERS, RISING TO 97% IN THE LAST TWO YEARS. MANY IT MANUFACTURERS NOW CHOOSE US TO PROVIDE THEIR OWN INTERNAL AND CLIENT SUPPORT.

Effective support, enabling effective business

Effective IT support can make all the difference to the smooth running, reputation and profitability of any organisation. Our unique combination of knowledge, insight and experience results in flexible solutions and guaranteed results. From the outset, we take a consultative approach to understanding our customers' targets, as well as the individual pressures and drivers within the IT department.

Our consultants work with each customer to create tailor made, flexible solutions, profiling their specific requirements and ensuring that these are consistently met within budget.













Our industry and product knowledge has been acquired from over 30 years' support

of corporate clients across a range of sectors. This experience provides crucial insight into not only our customers' markets, but the ever-changing IT landscape as a whole.

CCE takes an ethical approach to all best practice and policy. We pay close attention to Quality Management, ITIL and Best Practice, Risk Management, Performance Management, Environmental Policy, Customer Service and Quality Assurance.

Industry accreditations

CCE has long-term strategic partnerships with many major IT companies including HP, IBM, Toshiba, Cisco, 3Com, Dell, Microsoft, Citrix and Novell. This ensures that all of our customers benefit from the best support for their products and solutions from these vendors.

 <p>Microsoft Partner Silver Midmarket Solution Provider Certified Partner</p>	<p>2011 Preferred Partner</p>  <p>Preferred Partner Enterprise Server & SAN Specialists</p>	 <p>Premier Partner Customer Appointed Third Party Maintainer</p>	
 <p>Business Partner</p>	 <p>Silver Solution Advisor Access Partner Silver Solution Advisor</p>	 <p>Freedom Computing Partner</p>	 <p>// simply different Approved Partner</p>
 <p>Business Partner</p>	 <p>3Com Reseller</p>	 <p>Business Partner</p>	 <p>Gold Partner</p>
 <p>Enterprise Partner</p>	 <p>Business Partner</p>	 <p>Business Partner</p>	 <p>Bronze Partner</p>
 <p>Gold Partner Solution Advisor</p>	 <p>VMware & Virtualisation Specialists</p>	 <p>ISO 9001: 2000</p>	 <p>ISO 14001: 2004</p>

Find out more

To find out more about how CCE's IT support services can help your organisation, please contact our sales team on **08707 708 700** or email sales@cce.co.uk

We will be pleased to discuss your requirements, welcome you on a tour of our facilities or provide you with more information.

 **08707 708700**

 sales@cce.co.uk

 www.cce.co.uk

CC Engineering Limited
Technology House
215 High Street
Yiewsley West Drayton
Middlesex UB7 7QP

cce/co03
© CC Engineering Limited

All trademarks are acknowledged as property of their respective owners.

