



Enabling 24/7/365 support within your IT budget

Out of Hours Service Desk



Industry Sectors

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

With the trend toward flexible working, increased globalisation and growing demands on 'out of hours' availability resulting from your online presence, your IT support function is under increasing pressure to provide 24/7/365 Service Desk support. However, the costs of providing such a resource are prohibitive, and many outsourced providers adopt an inflexible 'all or nothing' approach.

The answer is CCE's Out of Hours Service Desk, which provides a constantly available, knowledgeable and technically skilled team of analysts, on call during the hours when you need them. They will enable you to deliver guaranteed responses with a

true 'always open' support profile, without the prohibitive cost implications of such a service through an in house support team.

CCE's Out of Hours Service Desk provides you with the assurance of accountable service levels, guaranteed availability, all necessary knowledge transfer and significant cost efficiencies. Under the ITIL (IT Infrastructure Library) service model, we'll complement your team to strengthen your support resource, taking competent ownership of incidents from the most demanding users whenever and from where they arise. We provide an Out of Hours Service Desk for customers operating in many different sectors, giving you the benefit of our depth of knowledge in a wide range of generic and specific business applications.

ITIL

ITIL (The IT Infrastructure Library) is the most widely accepted approach to IT service management around the world. It provides a cohesive, best practice framework, drawn from the public and private sectors internationally. It describes the organisation of IT resources to deliver business value, and documents processes, functions and roles in IT service management. ITIL is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools.

In order to continue providing our customers with a complete, end-to-end

service management solution, we use ITIL best practice to effectively manage IT changes, assets, and service levels while reducing service desk operating costs. As an example, we have implemented the ITIL process structure into our working practices by introducing the first level of certification – the ISEB Foundation Certification in IT Service Management.

We have appointed an independent consultancy which is advising and auditing us through our chosen disciplines. However, many of our best business practices and working methodologies already comply with ITIL recommendations.

Out Of Hours Service Desk components

- 1st line incident logging
- 2nd line problem management
- Incident escalation
- Intelligent resolution
- Service knowledge transfer
- 3rd line technical interaction

Building a business case

In an ideal world, your IT Support Service would provide its users with an uninterrupted and highly available 24/7 service, 365 days a year. The IT team would deliver a high level of first time resolution as all of its members would have a detailed understanding of your organisation's business systems and operating model. In reality, however, provisioning for this level of service and availability has a significant effect on both the efficiency of the existing team and the operating budget.

If the same team of technical analysts providing a daytime service, were expected to extend that service to out of hours, more resources – and hence additional headcount – would be required. Rotas would require adjusting and extended cover for sickness and holiday would need to be provided. This is to say nothing of the impact on overall performance.

If the IT support function is measured by the ability to deliver services on cost and on time, when the service levels need to be increased, it follows that the cost of delivering that enhanced service will rise accordingly. However, in most cases, the IT department is expected to absorb additional work using the existing team and without headcount increases. CCE's Out of Hours Service Desk addresses this issue and allows the IT Department to deliver service enhancements without the need for additional headcount.

Find out more

To find out more about Out of Hours Service Desk and our other services, 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**

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