

Out of Hours Support



Service Overview

CCE provides a highly available and technically adept team of Out of Hours Service Support Desk Analysts. The service effectively allows an IT department to deliver a guaranteed response with a true 24 / 7 / 365 support function, without the cost constraints commonly associated with providing a 24/7 service through an existing infrastructure of support staff.

- Accountable Service Levels
- Guaranteed availability
- Knowledge transfer
- Significant cost efficiency

The service provides a highly knowledgeable and technically skilled team of analysts who, under an ITIL Service model, combine with the organisations existing support team to strengthen the service support taking ownership of incidents from the most demanding of users, at critical business times.

Customers

CCE currently provides an OOH Service Support Desk for many organisations in many vertical markets, which affords the team a great deal of depth in knowledge in a wide range of generic and specific business applications.

OOH Services include:

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

Outsourcing the OOH service

An ideal service; from an organisations perspective, is an IT Support Service which provides it's users with an uninterrupted and highly available service 24 / 7 / 365 days a year. The IT team is expected to deliver a high level of first time-fix as all individuals dealing with the incidents have a detailed understanding of the organisations unique business systems and operating practices. But in reality, provisioning for this level of service and availability has a significant effect on the operating efficiencies of the existing team. Furthermore, a dramatic effect on the economic structure.

If the same team of technical analysts, who currently provide a daytime service, are expected to provide a continued service through the night then, without question, additional resources are required and that generally means headcount. Rotas need adjusting, extended cover for sickness and holiday is needed and the general performance dynamics of all individuals is noticeably affected.

So it begs the question, if an IT service is measured by a department's ability to deliver a services on cost and on time, then when the organisation asks to raise the level of service, they should expect the cost of service to rise accordingly? However, in most cases, the IT Department is expected to absorb the increases in work using the existing team and without headcount increases. CCE's OOH service addresses this issue and allows the IT Department to deliver this uplift in service without the need for additional headcount.



Want to know more?

To find out more about CCE services, please contact our sales team on 08707 708700 or email sales@cce.co.uk. We would be glad to talk through your requirements, organise a tour of our facilities, or just explain further what we do.