



Maintaining 100% business continuity from your critical systems

Remote Managed Services



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

Server infrastructure uptime and peak performance is critical to most of the functions in your business. Your users will soon make you aware of routine issues, but the consequences of serious problems or total system failure are unthinkable.

Effectively combating all of these scenarios, Remote Managed Services from CCE provides an affordable, proactive, 24 hour monitoring and management solution for your server infrastructure, keeping it running, efficient, available and secure.

Server support

Our server support service encompasses the following elements:

- Workstation security
- Patch management
- Backup management
- Service monitoring
- Event log monitoring
- Hardware change monitoring
- Monthly management reports
- Alerts of any adverse changes to the system profile
- Monthly management reports

Network support

Our comprehensive network support service provides advanced security measures for dealing with malicious threats. It establishes baseline policies, manages asset tracking and changes, software rollouts and upgrades as well as overall workstation health. It encompasses the following elements:

- Network audit
- Managed switch monitoring (SNMP)
- Managed router monitoring (SNMP)
- Daily system audits
- Firewall monitoring (SNMP)
- Network-attached UPS monitoring
- Hypervisor (eg VMWare) monitoring (SNMP)
- Network-attached storage monitoring (SNMP)
- Bandwidth management

Consultative options

We can also augment your Remote Managed Services with the following elements:

- 100% business continuity
- Disaster recovery management
- Firmware management*
- Desktop support
 - Desktop policy enforcement
 - Application installation
 - Application changes
 - Spyware removal and management

Find out more

To find out more about Remote Managed Services 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

✉ sales@cce.co.uk

🌐 www.cce.co.uk

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

cce/rms01
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Service beyond the call

* Usually requires on-site attendance, eg a quarterly contracted healthcheck day by technical consultants