Seamless cover... wherever you are

Service Coverage & Stock Locations

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

CCE's own systems and infrastructure enable us to offer true, nationwide IT support.

Strategically located engineer and stock locations enable us to meet differing service level needs effectively and rapidly. Our engineers are based either from home, key CCE locations or on customer sites. They hold boot stock of high usage spares such as hard drives and PSUs, with further support provided by a sophisticated logistics operation. We constantly review staffing levels and stock locations to ensure they are aligned with the evolving requirements of our customer base.

We can where necessary provide resident on site spares for frequently failing items and critical elements. This ensures that we meet or exceed SLAs to a far higher level as our engineers can diagnose issues either remotely or on site, then resolve them quickly owing to spares availability. This has proved a very successful policy and we encourage customers to use it on SLAs such as four hour fix.

Substantial ongoing investment in our advanced CRM system also ensures that our Service Level Agreements as well as our medium and long term operational strategic goals are met in full.

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

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Service beyond the call