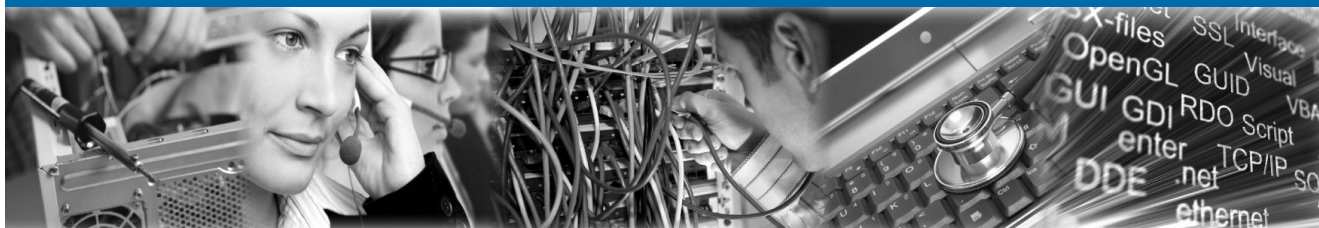


Service offerings



HARDWARE SUPPORT

At the core of CCE's capabilities, the ability to provide hardware maintenance where each item is covered on an annual contract basis at an agreed service level. CCE's guaranteed fix commitment ensures that within the contracted time a replacement will be installed if module fix is not achievable.

Benefits

- Guaranteed Fix
- Competitive Pricing
- System Restoration
- 24 x 7 Delivery
- Nationwide coverage

FLEXIBLE COST MAINTENANCE

CCE's flexible maintenance cost per call or voucher scheme, allows clients to choose response or fix based service and expenditure levels. This service compliments a Fix Contract on critical equipment which can be combined with pre-purchased vouchers or calls supporting PCs & Peripherals. This approach suits those clients whose equipment schedule is difficult to manage and those who need support on an irregular basis.

Benefits

- No specific equipment schedule required
- Fixed costs
- Flexible services levels

ON SITE SUPPORT

CCE have a long experience in providing on site support. This is an ideal option for those clients with sites having large numbers of users on critical service levels, whether they are hardware or software based.

Benefits

- 100% availability covering holidays, sickness and training
- Onsite resource fully qualified and trained by CCE
- External support provided by technical services team
- Flexible member of the client's engineering team
- No complications associated with permanent members of staff

SOFTWARE SUPPORT

CCE's technical helpdesk provides application software and general operating systems support via the telephone, remotely and on site. This allows partners, their customers or our clients the facility for all support calls to be placed via one centralised Call Management Centre at CCE. This service ensures an extremely high percentage of faults are diagnosed first time.

Software support is designed to run in conjunction with any of CCE's other support agreements. This service enhances the facility for all support calls to be placed via one centralised Call Management Centre at CCE.

Benefits

- Full access to CCE's team of highly trained and manufacturer accredited technical consultants
- CCE's non-restrictive multi-platform experience
- Complete manufacturer back up and support enhanced by CCE's manufacturer accreditations
- Nationwide on site attendance facility

HELPDESK

All calls are managed through CCE's service desk, based in Uxbridge, London which gives a single point of contact, into a qualified first line engineering team, who will trouble shoot the problem with the caller and try to find a solution be it software or hardware. If the problem is hardware related then their role is to identify the spare before an engineer even attends site, the aim of which is to achieve a high first time fix. When working with a partner helpdesk, CCE is flexible in its approach and the level of activity undertaken as first line contact with the user has already occurred.

CCE's online call logging facility enables customers to progress calls in real time. Electronic notification is also less time consuming than a telephone call. Based on the information supplied, a field engineer or software support specialist with the right expertise and operating system knowledge will be assigned to the job and effect a solution.

PC AND MULTI-SITE ROLL OUTS

CCE have the skills and experience to plan and implement small to large **national** or **local** roll out programmes. The focus of these is to minimise disruption to the client's business and ensures the partner secures the business in areas of the country it might otherwise not be able to support or demonstrate the size of the organisation needed to give confidence to the client in choosing the partner.

CCE's core competency is to manage and train its engineering team to deliver hardware and software support. This creates an experienced, qualified and responsive engineering team, able to provide a commission and decommission service with a high level of ownership through our service delivery culture.

REMOTE MANAGED SERVICES

CCE's remote monitoring and management services can remotely access and manage a partner, its customer or our client's system to ensure it is running effectively – for example, CCE can guarantee backup integrity, rectify hardware and software errors, as well as undertaking general housekeeping duties.

CCE also provides remote software upgrades, such as anti-virus upgrades at server and desktop level. Additionally, CCE's nationwide field support can schedule remedial work with minimum downtime.

Benefits

- Clear line of ownership for fault resolution
- Scheduled management of IT tasks
- Increased system availability and reliability
- Allows business critical services to be maintained with minimum impact to users
- 24/7 services, allowing fixes to be conducted with minimum disruption
- Ongoing cost-benefit evaluation regularly conducted

24 HOUR MONITORING

Continuous Critical System Management by CCE provides affordable, proactive 24 hour monitoring and management of the client's server infrastructure. Our comprehensive server management keeps your servers running, available and secure.

VOICE AND IP SERVICES

The Voice and IP Services division delivers managed voice and data services over Next Generation Networks. The division has a wealth of experience and a management team drawn from a systems integration and network carrier background, with experience of delivering managed voice and data services at the highest level. CCE can manage connectivity and voice requirements regardless of which carrier (BT, C&W, NTL etc) is traditionally used.

Services include:

- Connectivity between sites
- Connections to the Internet
- Fire walling and security
- Voice services VOIP, IP-PaBXs and minutes
- Hosting
- On-line back-up
- Disaster recovery and business continuity

SYSTEMS INTEGRATION

Systems Integration is an economical method of continually adapting your corporate IT structure to meet the constantly growing pressures imposed by the development of ever more complex tasks and processes. Essentially, it makes the most of your existing systems whilst upgrading selected components as and when necessary.

Services include:

- Consultancy
- Supply
- Asset Management
- E Procurement
- Project Management



Want to know more?

To find out more about how our services can work for you, 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.