



# Service beyond the call

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## Co-sourcing - Ensuring personnel continuity



On average, employees are unavailable for around seven weeks every year, a loss rarely counter-balanced without incurring additional pressures on co-workers.

**CCE's co-sourcing approach addresses this so called dead time and identifies the areas within your IT support function that would benefit from additional technical and physical support.**

### Expertise with flexibility

In the typical IT service organisation, there is a considerable element within individual roles that can be considered as a commodity service, could be provided more efficiently through economies of scale and a more technical proficiency and availability.

This commodity element is related to restricted technical skills and/or the inability to deliver services on a continuous basis owing to holiday, sickness and training days etc.

Our subtle, non-invasive approach to gathering this information immediately identifies individuals' working procedures and workflow practices to ensure that best practice, including ITIL-aligned processes, is being followed to maximise individual or collective efficiency.

Our fully **encompassing services** give you the following:

- A complete IT management and technical team at a fraction of the cost of an internal one
- Unlimited strategic IT services and consultancy throughout the term of your contract
- Unlimited IT meetings with your senior management team
- A full insight into your business ensures IT solutions meet demands
- IT project management and implementation team
- Accountability for all your IT systems and applications through our vendor management
- Removes business risk through a continual insight into your IT network with full network device monitoring, maintenance and backup management
- Automated procedures, keeping your IT systems operational 24/7
- Outstanding customer service and end user support Your managed desktop is completely scalable to meet your evolving needs.

### Find out more

Find out more about how CCE's IT support services can help your organisation, please contact our sales team on

**T:** 0203 102 7010 or email

**E:** [sales@cce.co.uk](mailto: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.



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## Service Desk Review

When your IT Service Desk is not functioning correctly, it is not just your IT function that is compromised, but potentially your whole organisation. The solution is CCE's IT Service Desk Review – an unparalleled audit of the IT support function. The review is based on the ITIL (IT Infrastructure Library) recommendation concerning the Service Lifecycle which includes Service Strategy, Service Design, Service Transition, Service Implementation and ongoing improvement. CCE has many years' experience of managing and supporting IT Service Desks as well as on and off-site teams in a variety of IT support roles, for a wide range of customers.

### Key objectives

- To review the performance of each of your service desk functions against your stated expectations.
- To identify the available resources within your service support team, their ability to deliver against expected service levels and available capacity to deliver a seamless service during peak and off-peak periods.
- To produce a true picture of Service Desk performance from incident logging through to resolution and information retention.

### What the review delivers

In order to benchmark the Service Desk against your costs and those of the general market place, you need an accurate indication of its performance. This is measured against:

- Users' expectations (SLA / OLA and third party contracts) to ensure that the specified IT functionality is provided within the expected timeframe in a secure and sustainable manner
- The cost of service (over or under budgets)
- Industry standard models (benchmarking)

We provide you with an accurate and concise audit report of your IT Supports Desk based on uniformly accepted

formulae. It analyses three main areas of service delivery and their associated efficiency.

### Outputs of the review

Following the on-site review and successful collation of your Service Desk statistics, our team produces an outline report listing the most relevant findings. The report identifies the Service Support Team's strengths and weaknesses and their ability and capacity to deliver against expectations based on existing and increasing call volumes.

We will then work with your Head of IT or nominated representative to understand all options available to strengthen the team and to prepare members for any suggested changes to its structure.

We will also investigate the options available to strengthen the service through co-sourced relationships with third party suppliers. This includes trend analysis, SLA's to be attained and then sustained.

Our knowledge and expertise in identifying potential for increased efficiency allows us to suggest smart alternative solutions. These may or may not include an element of outsourcing or co-sourcing to maximise the value provided by your IT support function.

### What is involved

The duration of the audit depends on the availability of information. Most overview reviews require minimal time on site – typically two days – because much can be achieved by understanding the service statistics and design philosophy in advance.

Once our audit team has analysed the statistics, they will typically talk to a number of your key individuals to ascertain their skills and technical proficiency and most importantly, their ability to logically escalate and progress incidents to resolution. Individuals and teams can be taught new skills, whereas intuition and logical thinking is more challenging to instil, sometimes requiring structured management change.

“ The benefits that the CCE outsourcing arrangement provides are four-fold. Not only do we now have the predictability of expense, the ability to scale up or down in the face of change and the opportunity to more readily deliver to agreed service levels but we are now able to focus on other significant disciplines such as ITIL. ”

IT Director in Professional Services

## Find out more

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