



Service beyond the call

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0333 800 8800

Desktop Support - Tap into a wealth of specialised knowledge



Many customers have a requirement for a full time site IT engineer, CCE provide a team of specialist engineers for just that job.

The service offering ranges from a consultative analysis, via a fully costed proposal to a project implementation.

We only promote senior engineers with at least four years field experience, into on-site positions so whether you require desktop user support, network administration, or an escalation point to your in-house IT resource. You can be confident that every CCE engineer is fully qualified and competent.

Service continuity is effected by the utilisation of our team of cover engineers. As a general rule these individuals have many years of relevant experience which allows us to provide you with a seamless cover during times of scheduled and/or unscheduled absence.

The skill set of our engineers range from Microsoft Systems Administrators through to Cisco and VMware certified support engineers. Our full back system allows your on site engineers to have access to our pool of specialist support technicians. Our Microsoft Certified and Hewlett Packard Preferred Partner

status means we have an in-depth understanding of all major business systems, including Windows and Linux-based networks.

We operate to a defined, measurable and enforceable Service Level Agreement (SLA). Additionally, we constantly gauge user satisfaction through regular client review meetings and telephone research and will report these findings back to you each month.

We are skilled in the implementation of new service contracts and, as necessary, can TUPE (Transfer of Undertaking, Protection of Employment) existing desk side support staff to our employment to help ensure a smooth transition. Whatever your project, you can be confident that CCE will provide an intelligent, reliable and cost-effective solution delivered by our enthusiastic problem solvers.

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

We will be pleased to discuss your requirements, welcome you on a tour of our facilities or provide you with more information.



0333 800 8800



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