



Service beyond the call

Managed Services • Private Cloud • IT Services & Support • Managed Print

Call us now:
0333 800 8800

Optimum performance from your computer hardware



Computer hardware is often noticed by your users only when something goes wrong. CCE can help you to both minimise disruption when faults occur, and reduce the possibility of problems happening in the first place.

Whether you want to ensure maximum availability or extend equipment lifetime for economic or environmental reasons, we provide all elements of traditional break fix maintenance where each item is covered on an annual basis, at an agreed service level, at a fixed cost.

Contracted **maintenance** agreement

We work with all major hardware types – servers, desktop and laptop PCs, EPoS, peripherals and comms – from all leading manufacturers including HP, Dell and IBM. Whether you are an SME, a mid-market or large organisation or an enterprise, our UK-wide and pan-European coverage, 24x7x365 response guarantee and online reporting ensures that you are always covered and kept informed.

We can also provide permanent on-site maintenance engineers.

The traditional fixed contract approach – where each item is covered on an annual basis at an agreed service level for a fixed cost – goes one step further with our guaranteed loan facility.

If we cannot complete a repair within the specified time, we will install a replacement.

Key **Benefits**

- Service level agreements to match your needs from next business day response to a two hour fix
- 24x7x365 service coverage
- Dedicated client management and UK based service desk
- Network of fully qualified engineers and strategic stock locations

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.



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