



Service beyond the call

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

 Call us now:
0333 800 8800

Private Cloud Secure, efficient IT delivery



CCE's Managed IP Services Division was established in 2006 to address the growing demand for hosted voice and data services.

Service Provider (ISP), we have control over our network and can access a broader choice of carriers – including BT, Verizon, C&W and Virgin – for the most resilient delivery of your services.

Our core data centres in Egham and Bracknell have been supplemented by added hosting capability and network connectivity in Telehouse North in London's Docklands. You can connect to our geographically diverse 10Gbps fibre connections between all three data centres. This allows data to be moved between each of the three sites at more than ten times the speed most enterprises move it around than Local Area Network.

Managed **desktop**

We can provide you with a totally secure, managed desktop environment from Windows upwards, delivering any services your business requires. You will enjoy 100% uptime and the confidence

of securely hosted and managed applications including:

- A virtualised server environment to deliver via Citrix, MS Office, Exchange, SQL, Sage, Oracle, Blackberry or any other corporate application, along with access to any number of cloud based applications.
- Fully functional telephone service with voicemail and conferencing facilities.
- Managed resilient firewalled internet independent of bandwidth requirements.

Your managed desktop is completely scalable to meet your evolving needs.

Managed **Voice**

Our hosted, scalable IP-based telephony service delivers cost-effective voice services over the network, it eliminates the need for on-site PaBXs, expensive maintenance and ISDN 30 lines. Hot desking will allow you to connect

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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West Drayton Middlesex UB7 7QP

remotely and log on to any phone at the site whilst enjoying the full functionality of your own extension or public DDI number. The service can also be configured to allow for a management desk to offer a full receptionist type service.

The highly scalable feature rich Avaya CS1K platform has over 750 call processing and telephony features, support for up to 22,500 IP users on one call server, and multiple call servers networked together to support unlimited scalability. We currently have around 3000 users on our CS1K, a number which is increasing rapidly.

The Avaya CS1K is hosted in resilient mode across the Egham and Bracknell data centres with twin routes to the PSTN.

The service is designed for compatibility with the CCE MPLS IP VPN to provide a converged voice and data business communications solution with no degradation in voice quality or internet connectivity, providing dial tone voice quality, PBX features and support for both inbound and outbound calling to the PSTN.

“ Not only did we find CCE’s costs, SLAs and arrangements better suited to our requirements, but culturally, both organisations were well matched.

CCE was a more flexible supplier, which meant it was more adaptable to our growing and changing requirements. CCE was extremely fast moving, and managed the process efficiently putting on additional people initially at no extra cost to ensure there were no teething problems.”

Professional Services, Information Technology Director.

Business Continuity

Our managed desktop and voice solutions deliver inherent business continuity benefits and eliminate the need to organise and manage costly disaster recovery procedures.

They also save substantial time and cost on data backups and courier services through our enterprise class SAN symphony-V storage management platform which provides storage capacity, creates storage domains, controls quality of service and creates high-speed snapshots for fast disk-to-disk backup and recovery.

Our IASO backup solution delivers fast and secure managed back-up services. It uses an advanced block level data reduction mechanism based on the premise that only the small percentage of any given dataset changes that take place in any given day need to be stored.

This not only reduces the amount of disk space required for backup, but also enables the data to be transferred to the backup server over an IP connection. A rolling window (typically 90 days) of back up is kept, allowing almost instantaneous restores of lost or corrupt files.

Time consuming daily tape back-ups are eliminated, with archiving being necessary only at the end of the rolling back up window.

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