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Work unit voucher scheme

Flexible, cost effective IT support



CCE's Work Unit Voucher Scheme enables you to choose our market-leading hardware support by service level and expenditure.

Pioneered some twenty years ago, the scheme delivers high quality maintenance at pre-agreed costs.

Fixed contracts on critical equipment combined with pre-purchased vouchers deliver on-demand support when needed. The scheme is ideal if your equipment schedule is difficult to manage only need support on an irregular basis.

The Advantages

- Fixed costs but flexible service
- Get expert resources without hiring staff
- Choose your response time - as fast as 4 hour fix
- No compromise in service quality
- Vouchers can cover many other services
- Better value than time & materials based service
- Voucher balances are valid for two years

This contracted service has many of the characteristics of time and materials repairs but none of the disadvantages, such as poor service levels and high individual repair costs.

You will benefit from a choice of responses and fixed labour rates.

Flexibility

The following service levels are available:

- Telephone remedy - FREE for hardware queries
- Courier replacement - for low urgency turnaround
- Engineer 8 hour response, 8 hour fix - for regular repairs
- Four hour response - for urgent repairs
- Hire & Loan of equipment

Equipment schedule changes need not be notified as the vouchers can be applied to any equipment that you choose.

“ To CCE, IT security and safety are second nature. To be seen as a trusted organisation is crucial. ”

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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