



# Support & Managed Services


## Core Support Capabilities




Patching




Monitoring




Incident Support




Change




Moves Adds Changes (MACs)




Automation (CAE Labs)



Support



Service Management



Problem Management

UK Based, Support & Managed Services, 24x7x365



Network



Cloud



Data Centre



Workplace



Security

## Core Support Teams



Event Management



Service Delivery Management



Security & Network Operation Centre



Service Desk



Infrastructure Support

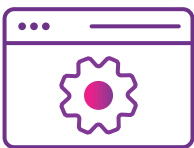
## CAE Support



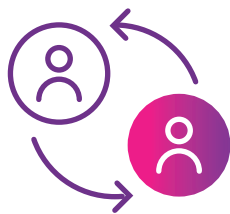
UK Based



Remote and On-Site Support



Tailored technology support



Response



Quality



Resolve

Customer Experience