



# support



## User productivity is often impacted by technology, not performing as intended and often at the most inconvenient times.

Having an effective service that works to support the user allows employees to feel confident that any issues they have will be resolved.



At SCC we offer a range of solutions to the issues that are thrown up by End Users, throughout the lifecycle of the devices, from installation to disposal.

These services include:

- Desk Side Support
- Maintenance Support
- Tech Bar / Genius Bar
- Workshop Support
- Warranty Management
- IMACD
- End User Experience monitoring

### Why SCC?

From simple product provision, implementation and transition to fully managed services, we can support seamless collaboration, office mobility and enterprise connectivity.

We have held a strategic relationship with Microsoft for over 30 years, delivering business outcomes across both Commercial, Public Sector and Business Partnering.

### Award winning partner

- Winner of CRN Reseller of the Year (£51m+ turnover) 2019
- Judges' Highly Commended CRN MSP of the Year 2019
- Winner of CSR Award at the Comms National Awards 2019

### Next Steps

If you are interested in this service and would like to book an appointment to discuss any requirements, please email [online@scc.com](mailto:online@scc.com)