

*Improve Employee Productivity • Minimize Network Interruptions • Reduce Technology Expenses*

## Network Support

**CBE alleviates burdensome network administration tasks and optimizes systems availability**

- Network Assessments, 24/7 Proactive Monitoring, Preventative Maintenance
- Complimentary Technology, Anti-Virus Software, Patch Management
- Active Directory Management, Administrative Tasks, User Configuration



## Help Desk Support

**Immediate technical support improves employee productivity – no voicemails or service delays**

- 28-second Average Speed-To-Answer
- 15-minute Mean-Time-To-Resolve Tier 1 issues
- ~87% Problem Resolution, Tier 1 – Tier 3 Support



*Experience: 2-year minimum, 16-year average*

## Customer Support

**CBE dedicates a customer-facing CIO to offer strategic advice and managerial assistance**

- Strategic IT Assessment, Workflow Optimization, Consultative Leadership
- Vendor Management, IT Asset Supervision, Executive Reporting
- Purchasing Assistance, Vendor Price Competition, Project Planning



**TRUSTED FOR OVER 25 YEARS  
BY THOUSANDS OF BUSINESSES**

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