

Nominee: NCE Computer Group

Nomination title: End-to-End Data Centre Service Specialists

Established in 1981 the NCE brand has become synonymous with the highest quality service and solutions for Enterprise Information Technology, and has an active presence in many Data Centres across the globe.

With worldwide Head Quarters in Calne, Wiltshire and sister organisation with nationwide service capabilities in San Diego, California, USA, NCE now provides independent, Data Centre focused, multi-vendor services and solutions to a global customer base 24 hours a day, 365 days a year.

Built through strong organic growth, strategic acquisitions and key mergers NCE has been able to enhance our portfolio of services & solutions providing us with unique technologies to maximise the IT investment for our partners clients' equipment and an industry presence that creates the foundation for our own expansion into new and emerging markets and technologies.

Through NCE's focus on the complete range of components in the Data Centre environment we can ensure the continuous development of the full range of unique skills required to supply, maintain, service and repair these products both on-site and remotely resulting in the highest possible levels of up-time, partnered with an additional suite of Professional Services that include installation & deployment, design, configuration and system optimisation.

NCE's reputation has been further endorsed by many 'Fortune 500' corporate users who we service on behalf of our partners who in turn have selected NCE as their primary partner for Multi-Vendor Service & Support and Professional Services on their Networking, Data Storage & Data Centre commodities.

With a team of highly qualified manufacturer trained and accredited technical support engineers and dedicated consultants, NCE operates a powerful channel focused service delivery model focussing on complete satisfaction of our partners.

(Please see our supporting documentation, as our main entry)

Why nominee should win

- 1) NCE is the only UK service provider to offer UK wide coverage on end-to-end Field and Repair Service provided by our workforce with manufacturer trained engineers and all are security cleared.
- 2) 97% annual SLA significantly above industry standard



- 3) **My-support portal, partners rebadge service to give customers visibility of service activity in real-time, helping them meet their SLAs.**
- 4) **Investment of £125,000 in lab equipment and training to certify all our engineers for Brocade Cisco, Datacore, Dohill/Quantum, HP, Nexsan, Nimble & VM Ware**
- 5) **Industry leading Bid-Team who produce over 1100 quotes per month**