

IT Partner Comparison

At CCB Technology, we understand that when it comes to IT partners, you have choices. We've been around for over 34 years and if our experience has taught us anything, it's that not all IT companies are the same. So, we put together this checklist to help in your search for the perfect IT match!

	CCB TECHNOLOGY	POTENTIAL PARTNER
IT MANAGEMENT		
24x7 Infrastructure Monitoring	✓	
Managed Backup & Disaster Recovery	✓	
Firewall Management	✓	
Switch Management	✓	
Wireless Access Point Management	✓	
Patch Management & Preventative Maintenance	✓	
Software Licensing & Warranty Reporting	✓	
Server & Storage Management	✓	
UPS Management (visibility/alerts, battery lifecycle)	✓	
SERVICE DESK		
Remote Service & Support	✓	
Onsite Service & Support (available as required)	✓	
Security Awareness Training	✓	
US-Based Service Desk	✓	
Unlimited Support via Phone, Email & Web Portal	✓	
Average Tenure of Technical Support Team	4.01 Years	
Total Combined IT Team Experience	280+ Years	
Customer Satisfaction Score	98.16%	
Average Number of Tickets Closed Per Month	4,344	

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	CCB TECHNOLOGY	POTENTIAL PARTNER
STRATEGIC PARTNERSHIP & IT CONSULTING		
ITIL-Based Framework for Continuous Improvement	✓	
Dedicated Client Success Manager	✓	
Business Review Meetings (QBR/SBR)	✓	
vCIO Services	✓	
IT Roadmapping & EOL Planning	✓	
Customized Reporting	✓	
Professional/Project Implementation Services	✓	
Procurement (Hardware, Software, Licensing)	✓	
CLOUD SERVICES		
Microsoft Office 365 Environment Management	✓	
Microsoft Office 365 Backup	✓	
Email & Collaboration Security	✓	
24x7 Security Monitoring – M365 Environment	✓	
Teams Collaboration/Phone (VoIP) Management	✓	
ENDPOINT MANAGEMENT		
EDR (Endpoint Detection & Response)	✓	
MDR (24x7 SOC Monitoring EDR Endpoints)	✓	
Windows & 3rd-Party Patch Management	✓	
Endpoint Backup Coverage	✓	
Prescript, Fixed Cost Deployments of New Workstations	✓	

We hope you find an IT partner that meets your business needs and gives you the support you deserve. If you think we might be a fit, contact us – we'd love to talk.

Experience the CCB difference today!