



IT REMOTE SUPPORT

Professional IT Support – Remote, flexible, cost-efficient

We are an experienced nearshoring company providing highly qualified IT support specialists. Whether as an extension of existing IT teams, outsourced full-service solution, or project-based – our experts work flexibly, scalably, and efficiently. Also available in a payrolling model upon request.

CORE FOCUS:

IT Desktop Support & System/Network Administration

- ➔ **IT Desktop Support & 1st- and 2nd-Level-Support** – Comprehensive workplace support and help desk services
- ➔ **System & Network Administrators** – Windows/Linux Server, Azure Cloud, Office 365, Network Monitoring
- ➔ **IT Hotline** – Multilingual in-house support in 5+ languages (Swiss-German/German/English/French/Italian)
- ➔ **Managed Services** – Monitoring, Incident Management, Managed Cloud, Patch and Vulnerability Management, Backup Solutions
- ➔ **Automation** – Microsoft Power Platform, N8N Workflows, Make
- ➔ **Application Support** – Support of business-critical applications and systems
- ➔ **IT-Projects** – Migration, Rollouts, Infrastructure Changes
- ➔ **IT Security** – Security monitoring and incident response

5+

years international IT support project experience

50+

experienced specialists in our direct network

>50%

cost savings compared to DACH market

24/7

support availability as needed

Multilingual in-house support

Swiss-German/German/English/
French/Italian

TECHNOLOGY EXPERTISE

Windows Client/Server • Azure Cloud • Office 365 • AWS • Linux • macOS • Network Monitoring • ERP Systems • Backup Solutions • Cybersecurity • MS Power Platform, N8N

Why choose CIIB?



Cross-industry expertise – Supporting companies from e-commerce, IT & software, healthcare, industry & automotive, marketing and web agencies



Measurable quality – Transparent KPIs (SLA compliance, first-call resolution, time-to-resolution, customer satisfaction)



Flexible scaling – From individual IT specialists to complete support teams or white-label partner solutions



Strategic partnership – Proven processes, agile methods, and modern IT expertise for sustainable collaboration

