

CISCO REMOTE MONITORING

Network support that's always on



Looking after networks is a full time job and one that requires a dedicated, strategic approach to ensure that any issues are dealt with as soon as they arise. Calling engineers after the network has gone down is inefficient and costly and can be avoided by utilising PCM Remote Monitoring Service.

OVERVIEW

With networks demanding **24/7 attention** it has never been more important to have the correct support procedures in place.

At PCM, support is at the heart of our business ensuring our customer business continuity. PCM can deliver a remote network monitoring solution which allows our team of technical experts to monitor networks remotely in a safe and secure environment 24/7.

From our **Network Operations Centre (NOC)**, we can monitor a wide range of complex networks quickly alerting customers of potential problems before they have a significant impact on a business. Remote monitoring can save businesses from the time, inconvenience and costs of a call out.

FEATURES

The PCM Remote Monitoring service includes:

- ✓ Pre Service Audit & Health Check.
- ✓ 24/7 System up time monitoring
- ✓ 24/7 Critical service monitoring
- ✓ System utilisation monitoring
- ✓ System up time and utilisation trending
- ✓ IP SLA for VOIP & Video support
- ✓ SYSLOG monitoring
- ✓ Event log tracking and reporting
- ✓ Automatic service reactivation
- ✓ Access to PCM portal to view network in real time and download backed up configurations
- ✓ Quarterly Reports on network uptime incidents and performance.

BENEFITS

By utilising our Remote Monitoring Service, your organisation will be able to appreciate the following benefits:

- ✓ Peace of mind that your network is proactively monitored
- ✓ All Incidents handled by highly skilled manufacturer qualified and accredited engineers.
- ✓ 24x7x365 support and escalation service
- ✓ SLA Response and fix times aligned to customer's business needs. From an Advanced Hardware Replacement to an Engineer Onsite within 4 hours to effect a fix we will continually review to ensure your business needs are met.
- ✓ Escalation of multi-vendor TAC support fully managed by Provista
- ✓ Proven record of 96.4% customer satisfaction
- ✓ Letting PCM take strain allows you to concentrate on your core business, ensures savings on your time

INTERESTED?

Please do not hesitate to contact us for further information on our remote monitoring services. You can reach us on **0800-069-8512** or ukinfo@pcm.com.