

# CISCO SUPPORT SERVICES

Expert, personalized solutions  
24x7x365



PCM is a Business Solutions Provider with a focus on Data Centre, Cloud, Digital Workplace, Networking and Security. Our team of highly skilled and experienced individuals are renowned for their ability to listen to our customers' requirements, understand their needs and provide them with the best innovative, technical and cost efficient solutions to meet their business demands. To do this, we employ experienced engineers and consultants across the UK.

At PCM, support is at the heart of our business ensuring our customer business continuity. Our flexible service allows our customers to tailor the service to meet their business need. Our approach is to take the time to understand our customer's strategy and operational objectives to ensure a successful transition into service

In the event of an Incident we have our highly skilled Technical Analysts available 24/7 /365\* ready to deal Business with your request.

*\*based on agreed SLA.*

## POWERFUL ELEMENTS MIX

Our core support solution is a blend of multiple powerful components over multiple SLAs to meet our customer needs:

- Cloud network monitoring
- Remote network monitoring
- Remote network engineering
- Hardware support
- Software support



These can be mixed to provide a networking support solution that truly meets your business need. Through our Proactive Remote Monitoring service of all / key device vital signs, we will detect failures before a primary failure causes expensive networking outages

This coupled with our Hardware / Software Support service provides a complete end to end support service.

## BENEFITS

By utilising our Support and Monitoring Solutions, your organisation will be able to appreciate the following benefits:

- Peace of mind that your network is supported and pro-actively monitored
- All Incidents handled by highly skilled manufacturer qualified and accredited engineers.
- 24x7x365 support and escalation service
- SLA Response and fix times aligned to customers 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 PCM.
- Access to latest software and network security patch updates
- Combining Remote Monitoring with Hardware / Software Support will minimise downtime.
- Proven record of 96.4% customer satisfaction
- Letting PCM take strain allows you to concentrate on your core business, ensures savings on your time

## FEATURES

We are proud to provide:

- 24/7/365 Servicedesk manned by Skilled Technical Analysts
- 24/7/365 Proactive Monitoring and Management
- Change Management
- Tailored SLAs to meet Customer Business Need
- Partner with our Customers to support LAN/WAN networks over multiple technologies



Service Offering			Cloud Monitoring 24/7	Remote Monitoring Bronze 24/7	Remote Monitoring & Engineering Silver Mon-Fri 9am to 5pm	Remote Monitoring & Engineering Gold 24/7	Remote Engineering
Telephone Support	Y	Y	Y	Y	Y	Y	Y
Remote Diagnostics	N	Y	N	Y	Y	Y	Y
Hardware Replacement	Y	Y	N	N	N	N	N
Onsite Support	N	Y	N	N	N	N	N
Software Error Correction	N	Y*	N	N	N	N	N
Software Updates	N	Y*	N	N	N	N	N
Restoration of Service	N	Y	N	N	N	N	N
Technical support escalation	N	Y	N	Y	Y	Y	Y
Remote Monitoring	N	N	Y	Y	Y	Y	N
Remote Configuration Management	N	N	N	N	Y	Y	N
Change Management	N	N	N	N	Y	Y	N
SLA Performance Reporting	N	Y*	N	Y*	Y*	Y*	N

Y = Included    N = Not Included    Y\* = SLA dependant