

PCM PRO-CARE

SERVICES OVERVIEW

Flexible solutions and support to fit your needs



PCM can provide a full complement of remote services, hardware maintenance, software support and specialist training to many different types of organisations. These care services can be provided as a 'blended' solution, meaning that you are provided with the support you need at a price that fits within your budget.

All service offerings can be mixed and matched according to your business requirements ultimately providing a completely flexible support solution.

REMOTE ENGINEERING

Our Remote Engineering service can give your business a superior level of support, as well as significant cost savings due to the fact that you no longer need to pay for expensive training or the recruitment of high-salary engineers. We can provide immediate access to skilled engineering resources using the remote service at a price that is favourable.

REMOTE MONITORING

A high number of network outages can be avoided by employing our pro-active approach that is designed to detect and avoid problems before they become expensive outages. Run from our Network Operations Centre (NOC), we can advise you of any network device or service outage up

SERVICE CREDITS

PCM Service Credits provide a cost effective and flexible way to purchase on-site and remote technical support and project expertise. Service Credits enable you to budget for engineering services up front and redeem the credits as needed.

Using any of PCM's complementary suite of services gives you access to our service delivery management team. In addition to ensuring that your chosen services are managed efficiently, our service delivery team will arrange quarterly service review meetings and provide you with quarterly reports on your infrastructure and service status.

Furthermore, our service delivery team provides a direct path of escalation and we have been commended by award for our excellent management of customer service issues.

HARDWARE FIX & REPLACE

We can provide advanced replacement and on-site support hardware services to organisations who wish to protect their vital IP systems and infrastructure. Service levels up to 2 hours, 24x7.

SOFTWARE & APPLICATION SUPPORT

If not identified and managed early, software problems can cost businesses and organisations financially. Software support is an integral part of the complete PCM support service, and we provide this in direct partnership with the hardware/software manufacturers.

TRAINING & SKILLS TRANSFER

We understand that to operate and manage your infrastructure your staff may require training. At PCM, we can offer a variety of training and skills transfer solutions that can be tailored to your needs and delivered in a location of your choosing.