

PCM REMOTE ENGINEERING

Instant access to expert advice

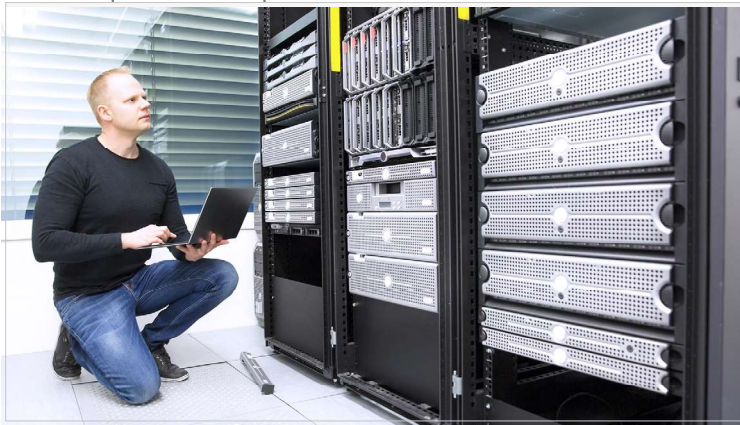


BUSINESS ASSISTANCE

Our Remote Engineering service provides significant business benefits, including a superior level of support, significant cost savings, as organisations no longer need to pay for expensive training or recruitment of engineers who command very high salaries. We can provide immediate access to skilled engineering resource using the remote service at a price that is favourable.

Due to today's hardware reliability, many suppliers now offer lifetime warranties. When systems fail, it is usually caused by the complimentary software and/or configuration anomalies. To quickly and effectively resolve these problems, our engineers can access your network and systems and investigate the problems using our secure and resilient Airgap service portal. The problems are usually quickly identified and resolved by re-configuration/restart of service or identifying a software problem.

In the event that hardware does fail, our engineers will assist in restoring service by ensuring the software and configuration are restored from our backup to ensure a quick return to service.



BENEFITS TO REMOTE ENGINEERING

- Fault triage and alerting
- Operational cost savings
- Faster resolution to problems using our experience and support escalation structure
- Configuration – Moves, Adds, Changes & Deletions (MACD)
- Access to PCM skilled engineers for technical assistance & advice

FEWER MANAGEMENT HEADACHES

Our core support solution is a blend of multiple powerful components: **remote network monitoring, remote network engineering, hardware support and software support** which can be mixed to provide a networking support solution that truly meets your needs.

Unified communication deployments yield significant benefits from our remote engineering service. The everyday management of the converged network proves challenging for many. The reason for this being that unified communications combines different specialties: **voice, video and data**, all of which encompassing complex technologies.

Whereas in the past, **separate administration and network teams** have been required, today they are **merged**. One option is to hire personnel with these skills or to look towards training and certification but this can prove time-consuming, be very expensive, and can cause significant operational issues for a business.

We can provide highly trained specialists who are qualified in voice, video and data technologies and are experienced in the deployment and management of unified communications. Furthermore, we provide **24/7 unified communications support** which means that we will prevent many common problems occurring before they result in downtime on your systems. As a result, our customers free up their IT resources to focus on other business needs/growth without being distracted by the everyday management and administration of their unified communications infrastructure.

Daily operational support assistance by our staff is included. Adds, moves and changes can be requested using our change control procedure, thus releasing your key staff for more important tasks. When your key staff are on holiday or busy with important projects our engineers can be vital backup for you.

- Secure and remote portal access to your systems
- Fault management & escalation to suppliers such as Cisco and Avaya
- Software and patch monitoring
- Automatic configuration backup and restore
- Backup monitoring