

PCM REMOTE SERVICES



The PCM Remote Service is comprised of two components “Remote Monitoring Service” and “Remote Engineering Service”. The two distinct components, when combined, deliver a powerful remote solution that can benefit our customers by reducing costly network and application outages and by proactive network management and support. If networks and services are reliable, then there will be a reduction in outages for the business and IT staff can be released to focus on development and strategies rather than spending time ‘fire fighting’ operational problems.

There is no capital investment for the service and it can be deployed very quickly using our unique VPN and Airgap server model. Our Service Delivery Managers will liaise with you to identify the key requirements for your business and a service definition document will be produced. Our services are always tailored for your business and environment — you choose the level of support your organisation requires.

REMOTE MONITORING FEATURES

Run from our Network Operations Centre (NOC), we can advise you of any network device or service outage upto 24x7, 365 days a year. By monitoring key devices and vital signs, we will know about many types of problems and failures — even when they happen outside your normal business hours, during the night, and across weekends. Problem parts are detected and repaired before a primary failure causes expensive outage.

We have invested heavily in a fully featured VPN-based solution which has hardware deployed at key data centres across the country. This spread deployment means that you can be confident our remote monitoring service is secure and will provide the highest possible up-time.



SUMMARY

At PCM, we understand the criticality of your network infrastructure and the potential impact to your business. We aim to ensure the highest levels of availability and performance to enable you to gain the full benefit from your network investment. The PCM Remote Service provides proactive detection of potential problems in your environment.

We will alert you when problems occur to enable you to deal with them before they become user issues, we also provide quarterly service review reports and meetings to enable you to track both your system performance and our performance.

Our Remote Service aims to significantly reduce network and voice outages by making your network infrastructure more reliable.

REMOTE ENGINEERING FEATURES

The PCM remote engineering service gives you full access to our skilled engineers who will be able to immediately access your network to assist and troubleshoot.

Hardware is, nowadays, very reliable and many suppliers offer life time warranties on purchased equipment. When systems fail it is usually caused by software and configuration anomalies. To quickly and effectively resolve these problems our engineers can access your network & systems and be investigating the problems using our Airgap service portal. The problems are usually quickly identified and re-solved by re-configuration/ restart of service or by identifying and resolving a software problem.

In the event that hardware does fail, our engineers will assist in re-establishing service by restoring the software and configuration from our backup thus ensuring a quick return to service. Daily operational support assistance by PCM staff is included and adds, moves and changes can be requested using our change control procedure — releasing your key staff for more important tasks. When key staff are on holiday or busy with important projects, our engineers can be vital backup for you.