

# CUSTOMISED IT SUPPORT FOR YOUR BUSINESS



**PCM SUPPORT** is a fully customisable IT support solution for your business. Whether you need 24 × 7 × 365 end to end cover, remote management or specific out-of-hours technical assistance, our wide range of managed options means that whatever your requirements, PCM Support has an option for you.



**24 X 7 X 365**



**FULLY CUSTOMISABLE TO YOUR BUSINESS**



**HIGHLY SKILLED SUPPORT ENGINEERS**



**DEDICATED SUPPORT STAFF**



**FREE CUSTOMER PORTAL TO LOG AND MONITOR YOUR SUPPORT ENQUIRIES**

## ■ CORE SUPPORT

In today's dynamic business environment, organisations and staff depend on technology each and every day. If, for any reason, this technology should stop working it results in problems, frustrations and a drop off in productivity.

At **PCM**, our **24x7 Support Desk** provides true assistance for businesses to resolve issues within their IT infrastructure.

## ■ OUT OF HOURS SUPPORT

For companies who already have an in-house team of support staff, **PCM** can offer an extension service to cover times outside of the normal working day. This service provides a seamless extension to your in-house team, for the hours when you are not around. This is particularly useful when you have automated out-of-hours scheduled actions, such as backup.

## ■ END OF LIFE SUPPORT

Sweating assets is key in this economic climate – getting a few more years' of service from servers or storage is often more cost-effective than replacing them. Many vendors stop supporting hardware after five years, which can be problematic. To overcome this problem, **PCM** offer in-house support services to extend the life of a product beyond the shelf-life offered by the vendor.

## ■ TEAM EXTENSION SERVICES

Sometimes projects or unforeseen illness can take a toll on the available manpower in your team. Whether for a few days or a few months, **PCM** can provide qualified IT Support staff or Project Managers to work with you as part of your team. Whether you are implementing rollouts, realising projects or requiring the manpower to staff a helpdesk during maternity leave, **PCM** can offer a customised support solution.

## ■ CONFIGURATION SERVICES

As subject experts in many solutions across the range of IT infrastructure, **PCM** can provide expert best-practice configuration services for many scenarios and implementations, across multiple technologies. We understand not only the products you use but the context in which you use them.

## ■ REMOTE MANAGEMENT

Sometimes it is not possible for you to send an Engineer or IT Support Technician to a remote site or branch office to perform on-site installs or corrective actions. **PCM** offer a number of cost-effective, on-demand solutions for remotely accessing and fixing issues – whether using our staff to visit sites on your behalf or using our support desk to remotely manage the issue.

## ■ HARDWARE AND SOFTWARE AUDIT

Put simply, this service is a full IT hardware and software audit. Use it for your internal documentation and financial reporting, to provide information to vendors for licence use, or to make sure you have the right number of licences for your systems and users. However you choose to use it, our full IT Audit and Health Check will show you what is working well and what is not.

## ■ 360° SUPPORT

360° support is a complete peace of mind solution, which combines your critical system warranties into one unified support service. In addition to this we **"bridge the gaps"** between the responsibilities of each vendor, meaning that you experience a seamless support service, delivered by one entity - **PCM**. Our 360° support option also allows us to offer warranty extensions when vendor cover ceases.