

SWITCH TO PCM SUPPORT

Expert problem solving that's close to home

MANAGED IN UK



At PCM, your support call or e-mail gets straight through to one of our team **24/7, 365**.* This is because our support teams are based out of **offices across the UK** – giving us ideal reach to the whole of the country.

POWERFUL ELEMENTS MIX

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 solution that truly meets your needs.

Through our proactive remote monitoring service, we advise you of any network device or service outage **24/7, 365 days a year**. By monitoring key devices and vital signs, we know about many types of problems and failures – even when they happen outside your normal business hours. Problem parts are detected and repaired before a primary failure causes expensive networking outages.

With our reactive remote engineering service you have access to a superior level of network support. In addition, significant cost savings are experienced as you no longer need to pay for expensive training or the recruitment of engineers who command very high salaries. We can provide immediate access to skilled engineering resources using our remote deployment model.

You know that network infrastructure and service outages cost organisations millions each year through lost productivity and customer disruption. But you may not know that by working with PCM, network outages can be avoided through our experienced support model designed to detect, avoid and deal with networking problems before they become expensive to your organisation.

When problems are simply unavoidable, our team has the skill to ensure that your organisation is back operating at full speed as quickly as possible.

Our **network operations centre (NOC)** is manned from the hours of **8am-8pm Monday to Friday** whilst on-call engineers are scheduled out-of-hours. We don't outsource any first line support, so you can be sure that you are dealing with an individual that has your best interests in mind.

*based on agreed SLA.

MULTI-ACCREDITED TEAM

At PCM, there is a particular emphasis on ensuring that our staff are trained properly and regularly. This means paying particular attention to partner manufacturer accreditations, and we are proud to say that we hold **accreditations** from multiple manufacturers and vendors.

Having **multi-manufacturer accredited support staff** means that we can support environments with a mixed deployment and troubleshoot problems across a large range of devices, platforms and deployments. When you couple this with countless years of networking experience, you gain an invaluable line of support who are prepared to go the extra mile for customers.

WHY WAIT?

By getting in touch today, we can discuss your current support set-up and advise on how we can help you obtain more value from your support contract using our flexible options. Discounts are available on all advanced and multi-year agreements.