

# CISCO CLOUD MANAGED SERVICES

Proactive network management, fewer outages and better support.

The PCM Cisco Cloud Managed Service is comprised of two components "Remote Monitoring" and "Remote Engineering." The two distinct components, when combined, deliver a powerful remote solution that benefits 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

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 to 24x7, 365 days a year.

## 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 favourable price.






## 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.

## 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.

## REMOTE SERVICE LEVELS

Service Level	Service Entitlement
 Lite	<b>Complimentary</b> lite monitoring and notification service included with 3 year support
 Bronze	Is our entry service & entitles you to <b>24x7/365</b> days a year remote monitoring and can be <b>supplemented with remote engineering service credits</b>
 Silver	Entitled to <b>24x7/365</b> remote monitoring with <b>9-5 Mon - Fri</b> remote engineering.
 Silver+	Entitled to <b>24x7/365</b> remote monitoring with <b>9-5 Mon - Sun</b> remote engineering.
 Gold	Entitled to <b>24x7/365</b> days a year remote monitoring <b>and</b> engineering.

## INTERESTED?

Contact us on **0800-069-8512** or [ukinfo@pcm.com](mailto:ukinfo@pcm.com) for a consultation or to find out more!