



Your IT Support Partner

PC Mall Gov's Technology Support Services can be specially customized to fit your operations. While we're the perfect complement to existing IT services, we can also bridge the widest gap in any organization to help them ensure true business continuity.



1.800.625.5468
pcmallgov.com

Keep systems at their peak with managed IT support services

Reduce capital expenses and lower operational costs into a predictable monthly fee with Technology Support Services from PC Mall Gov. We combine the best ITIL practices with decades of industry-leading skills and expertise to deliver services you can count on. Plus, our efficient monitoring and maintenance options mean we can often provide services at a lower cost than what you can perform internally.

With Managed Services from PC Mall Gov, our technical specialists can monitor, manage and support your entire IT environment, providing a single point of contact for your technology needs. Organizations that choose managed IT services can save time, reduce operational costs, become more productive and free up resources to focus on growth and success.

PC Mall Gov offers graduated levels of service designed to meet the unique needs of an agency. The level of management that we will recommend depends upon the individual requirements of your organization:

Essential Managed Services

Essential Managed Services are the foundation of a properly managed IT environment, offering critical monitoring and management of your server and networking infrastructure. They are designed for organizations that have skilled IT resources on staff that will be responsible for incident resolution and daily operations aspects of your systems.

Advanced Managed Services

Advanced Managed Services fulfills the needs of clients who require monitoring and management of their network and server infrastructure and also want PC Mall Gov's expert engineers to take the lead on resolving technology issues 24x7x365.



You can depend on PC Mall Gov Technology Support Services for the continual monitoring and support of your critical systems—customized to your needs.

These services are designed for organizations with skilled IT resources capable of handling the daily operational aspects of managing their technology, but choose to have PC Mall Gov handle incident resolution so their resources are free to focus on higher level tasks.

Outsourced Operations Services

PC Mall Gov Outsourced Operations Services are the highest level of Managed IT Services that we offer. In addition to monitoring, proactive patch management and incident resolution, they provide for the full outsourcing of your daily IT operations.

With this level of service, PC Mall Gov addresses all of the technology concerns that are encountered on a daily basis and are required to support the end user while keeping operations running smoothly. These technology needs range from simple port and password changes to complex firewall rule additions and routing changes.

Clients selecting this level of service typically have reduced IT resources or no IT resources on staff and therefore choose to defer to PC Mall Gov on infrastructure related operational and support issues.

Key Service Elements

Our managed IT support services are built on a foundation of industry best practices to obtain the optimum Service Level Agreement (SLA). The experts at PC Mall Gov are committed to providing the most efficient services for your organization and backing them up with unbeatable support to ensure your satisfaction.

Operations Service Desk

The Operations Service Desk is available 24x7x365 for systems monitoring, opening and managing trouble tickets, service requests, and patch and change management scheduling.

Systems Monitoring

Our Operations Service Desk utilizes remote monitoring technologies to keep an eye on your IT infrastructure 24x7x365 and proactively identify issues before they become major problems.

The Service Desk monitors and alerts on a variety of parameters and thresholds, and then escalates back to the client or PC Mall Gov for remediation, depending on the SLA. The service desk is also responsible for opening and managing trouble tickets, root cause analysis, patch and change management scheduling, and maintenance calls.

Business Service Management

Business Service Management aligns IT services and support with critical applications. We can give the LOB manager not only server



Remote monitoring and expert service from PC Mall Gov helps you keep your critical systems up and running.



With 24x7x365 managed services from PC Mall Gov, you're backed by a team of support and technical professionals.

availability information, but also performance information about all of the technology elements that support the application, from communications and network to storage and server availability. In this way, application performance issues that cause the slowdown of critical applications are easier to quickly identify and resolve.

Systems Management

We help to ensure the highest availability of your systems by keeping them up-to-date and remotely applying the latest fixes, patches and PTFs. With remote monitoring and management for your on-premise technology, PC Mall Gov engineers can perform the majority of management functions from a distance, except for those few activities that require a person to physically touch the machine.

In those cases, your on-site staff can be utilized to assist with hands-on requirements. Management reports on the health and status of your systems are posted to your customer portal.

Systems Support

Whether for remediation of service alerts from our monitoring service or in response to calls made to the helpdesk, PC Mall Gov engineers can provide the timely resolution to your IT needs to augment the capabilities of your current staff or, depending on SLA, eliminate the challenges associated with having to hire additional technical resources.

Our certified engineers cover the widest spectrum of technologies, including industry-standard servers, desktops, operating systems, storage devices and networks.

Customer Portal

This secure Web-accessible portal for clients access offers reporting and monitoring information for your managed systems.

Additional Services

Application Management

- ▶ Directory Services including Microsoft Active Directory and LDA
- ▶ Web services, Microsoft Internet Information Server (IIS) and Apache
- ▶ SQL, MySQL and Oracle databases
- ▶ Microsoft Exchange or Lotus Domino e-mail

Scheduled Site Visits

- ▶ An optional add on for clients that allows for scheduled recurring site visits

Customized Monitoring

- ▶ Available to support applications and additional system elements

Performance Management and Capacity Planning Using Industry Best Practices

- ▶ Offers the information needed to understand what's going on with your system and the best actions to take to improve performance
- ▶ We identify the "current state" of system resources (CPU, memory and disk) and trends to identify any bottlenecks
- ▶ Results provide the tuning recommendations and gap analysis needed to improve performance, increase workloads or add users