PCM COMPLETE FOR MICROSOFT
SUPPORT • GUIDANCE • GROWTH
ENHANCE

PCM COMPLETE CARE FOR OFFICE 365

SOLUTIONS TO DRIVE GROWTH, SUPPORT TO DRIVE CONFIDENCE

Every organization deserves a partner that strives to provide thoughtful guidance, exceptional support, and accelerated growth from their Microsoft technologies. PCM Complete Care offers your organization access to the services and support needed to enhance your Microsoft Office 365 solution, and delivers the accelerated results your organization needs.

Invested in your Success

The PCM Complete Care program provides your organization access to over 300 locally based certified Microsoft resources aligned to your business objectives. These highly trained and specialized resources help ensure that for any journey your team pursues, PCM will be there to help you achieve success.

PCM Complete Care Key Benefits

Supporting your business is our business. With PCM Complete Care, you can rest assured that your organization will have a partner invested in your success.

Help Desk Support
Things happen, but there is no need to worry. With PCM Complete Care, your organization is covered with 24x7 Help Desk support.

Monitoring & Consulting
Keeping up to speed on your organizations cloud deployments can be difficult. With a PCM Complete Cloud Success Manager, we will consistently monitor and report on your cloud consumption and usage, and provide recommendations on how to best utilize your new tools.

Migration & Onboarding
Need help moving to the Cloud? PCM's team of certified Microsoft professionals can seamlessly and effortlessly migrate you to an Office 365 solution that best fits your business needs.

CHOOSE YOUR PCM COMPLETE CARE TIER THAT BEST SUITS YOUR BUSINESS NEEDS

ESSENTIALS	ADVANCED	PREMIERE
• Office 365 Subscription	• Office 365 Subscription	• Office 365 Subscription
• White glove on-boarding and concierge included	• White glove on-boarding and concierge included	• White glove on-boarding and concierge included
• Direct Access to Billing Support	• Direct Access to Billing Support	• Direct Access to Billing Support
• Named Admin 24X7 Support	• Named Admin 24X7 Support	• End User 24X7 Support
	• End User 24X7 Support	• Monthly consumption updates and advisory services
	• Monthly consumption updates and advisory services	• Enterprise-Wide Microsoft SAM Engagement
		• Migration Included for eligible products