



## IT Support Services

Our Technology Support Services can be specially customized to fit your business 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.

**Call your Account Executive today to learn more.**

**800-700-1000  
pcm.com**



# Keep systems at their peak with managed IT support services

**R**educe capital expenses and lower operational costs into a predictable monthly fee with our Technology Support Services. 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, our technical specialists can monitor, manage and support your entire IT environment, providing a single point of contact for your technology needs. Businesses that choose managed IT services can save time, reduce operational costs, become more productive and free up resources to focus on growing the business.

We offer graduated levels of service designed to meet the unique needs of each business. 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 our expert engineers to take the lead on resolving your tricky technology issues 24 x 7 x 365.

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 us handle incident resolution so their resources are free to focus on higher level tasks.



*You can depend on our Technology Support Services for the continual monitoring and support of your critical systems—all customized to your organization's needs.*

### Outsourced Operations Services

Our 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, we address all of the technology concerns that are encountered on a daily basis and are required to support the end user while keeping business 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 our Technology Support Services 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). Our experts are committed to providing the most efficient services for your business and

*Continue on back*



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 us 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 business applications. We can give the LOB manager not only server 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 business 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



*Our remote monitoring and expert services help keep your critical systems up and running.*



*With 24x7x365 managed services, you're backed by our team of support professionals and technical experts.*

remotely applying the latest fixes, patches and PTFs. With remote monitoring and management for your on-premise technology, our engineers can perform the majority of server 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 help desk, our 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 business 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

Our managed services can be specifically customized to fit your business operations. We're the perfect complement to existing IT services, bridging the gap to help ensure operational continuity. Call your Account Executive today for more details.

