



## Services

We stand ready to improve the overall efficiency of your organization's infrastructure through our accelerated problem identification, simplified deployment and configuration, rapid implementation of new technologies, and secure retirement of aging systems.

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

**800-625-5468  
pcmg.com**



Call your Account Executive today to get all the details on our extensive services that help you fully leverage your technology investments.

## Optimize your organization's operational efficiency

**W**e have been an industry-leading, single source provider of service solutions for our clients and customers for over 25 years. Our portfolio spans the entire information technology lifecycle — initial planning, design, implementation, ongoing management, refreshes, and disposal of technology assets.

### Our People, Partners, and Methodology

We have over 800 certified engineers, technicians, and project managers who are experts in their fields and certified by key manufacturers, including HP, Apple, Cisco, Microsoft, VMware, and others. Our associates provide innovative solutions that meet the service and support goals of even our most forward-thinking clients.

Our services are built on industry standard ITIL processes and are adaptable to your changing business requirements. Service Experts collaborate with you to understand your agency and provide tailored services that improve the effectiveness of your IT investments and the productivity of your employees. For clear communication, your organization gets a dedicated Account Executive who is your single point of contact for all of your services.

### Professional Services

Our engineers will start you off on the right path by leveraging their expertise and industry partnerships to offer you the best solutions

possible. We'll help assess your environment and design and implement a solution that meets your needs and your budget.

- Assessments
  - Understand business requirements
  - Quantify current state
  - Provide GAP analysis
- Design
  - Infrastructure recommendations (BOM)
  - Service statement of work (SOW)
  - Project plan
- Configure
  - Infrastructure programming
  - Performance optimization
  - Project plan
- Install
  - Rack and stack
  - Cutover
  - Project management
- Technology Solution Focus
  - Borderless networks
  - Collaboration
  - Secure mobility
  - Data center
  - Cloud and virtualization

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# We deliver superior IT services that are customized to meet your unique challenges

## Lifecycle Services

We can help maximize your technology investment by managing its lifecycle from product selection and procurement through installation, deployment, and refreshes to refurbishment and redeployment or EPA-certified disposal.

- IMAC & Deployment Services
  - ▶ ISO 9001-2008 compliant facility and operations
  - ▶ Image development and management
  - ▶ Asset tagging and tracking
  - ▶ Inventory reporting
- US Service Desk
  - ▶ Single point-of-contact
  - ▶ 24x7x365 support
  - ▶ Software, OS, and e-mail support
  - ▶ Network and network administration
  - ▶ National dispatch services
- On-Site White Glove Support
- Staff Augmentation
- Asset Recovery Services
- Managed Print Services
- Service Plans

## Managed Services

Simplify your operations by outsourcing many of your network infrastructure tasks while still retaining visibility and control over those processes. We can manage your voice and data networks, mobility and BYOD, backup environments, virtualization, storage and servers, messaging, and archiving.

- SSAE 16 Compliant Data Center
- Cloud Services, Data Center, and Hosted Exchange
- Monitoring and Management of Systems, Networking and Voice Infrastructure
- 24x7 Support and Service Desk



*Implementing new technologies and not sure where to start? Evaluating your security policies after deploying mobile devices? Need Service Desk support during off hours? We're here to help. Call your dedicated Account Executive to discuss a customized services plan for your agency.*

- Cisco Managed Services Advanced Channel Partner
- Ranked the #9 Managed Service Provider in the United States, and #16 in the World (2011 MSPmentor 100)

## Consulting Services

Improve your agency performance with our world class IT advisory and change management services.

- Corporate Learning for Enhanced Performance
  - ▶ People-centric approach
  - ▶ Communication programs
  - ▶ Customized education processes and assessments
  - ▶ Coaching, on-going follow-up, and evaluations

- Change Solution Strategies
  - ▶ Technology adoption
  - ▶ Hosted learning management systems
  - ▶ Instructional design

## A Full Complement of Services

We've developed our extensive portfolio of professional, lifecycle, managed, and consulting services to build truly customized and flexible services for your organization. And your Account Executive is ready to identify and assemble the right combination of services to create a complete and comprehensive solution.

Whether you're looking to enhance collaboration, boost productivity, augment your IT staff, expand your technology capabilities, or simply maximize your ROI, we have the services that will enable you to achieve your agency's goals.

### Our Long-standing Relationships with Leading IT Partners Include:

