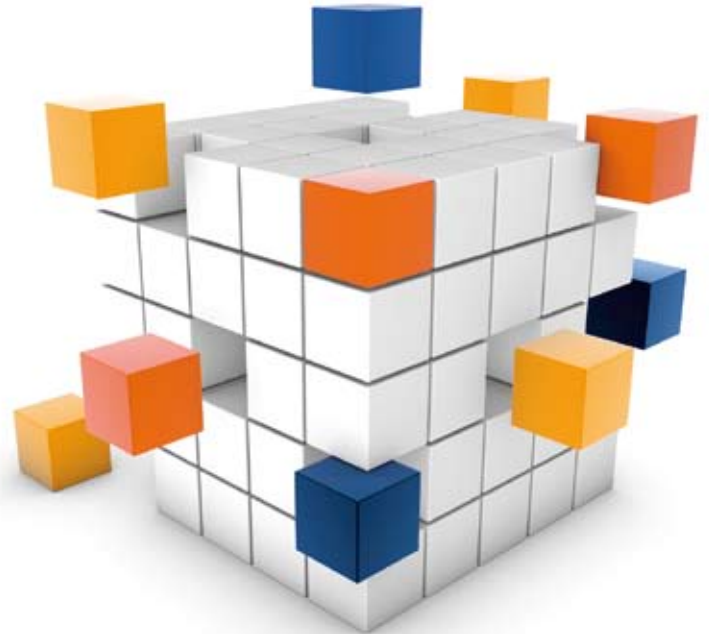


Full Outsourcing

Outsourcing of non-core activity is a proven means of eliminating costs and inefficiency from any organisation.

With experience of providing both strategic and total solutions, PCMS is able to offer IT services covering all aspects of an organisation's operations.



ABOUT PCMS MANAGED SERVICES

PCMS is a leading provider of managed IT support services and strategic outsourcing solutions with 28 years experience in managing business critical systems on a 24 x 365 basis, both in the retail and corporate marketplace.

SOLUTIONS PORTFOLIO

- Disaster Recovery & Business Continuity
- 24 x 365 Service Desk
- Enterprise Monitoring
- Application Management
- Full Outsourcing
- Managed SAP Solutions

Strategic Outsourcing

All organisations are under immense pressure for IT to deliver more for less. The solution to beat recession therefore is to create opportunity for having higher margin from lower costs.

Within any modern organisation, there is pressure to prove that any IT spending contributes to actual business growth, delivering more business intelligence to the organisation, enhancing business processes and engaging customers. Additionally, underpinning it all, they must deliver reliable and robust IT services. This coincides with a time of higher competition, falling profits, staff redundancies and greatly reduced budgets.

Putting IT administration and maintenance into the hands of an expert like PCMS gives an organisation ultimate flexibility, allowing them to scale their requirements up or down to meet the demands of the business and freeing up internal resources to concentrate on doing what they do best. Delivering faster response times, increased network stability and increased technical resources, outsourcing can give any business a vital edge in today's competitive marketplace.

Our Services

All of the services in our portfolio can be used either in conjunction with each other or individually, to allow total flexibility to meet the needs of any business.

Providing a comprehensive range of managed services allows PCMS to offer a 'one stop-shop' for all IT requirements, meeting the needs of organisations in every sector of the market. From small and medium sized businesses to global players, PCMS is a partner to some of the world's best-known organisations.

PCMS has decades of experience in providing outsourcing solutions to both small and medium businesses and multi-national retail organisations. Our comprehensive services portfolio includes:

24 x 365 Service Desk: The service desk is at the heart of effective IT service management and the core of our business. Organisations of all sizes rely on PCMS to support their workforce, 24 hours a day, 365 days a year.

WHY PCMS?

Our offering encompasses strategic and tactical technology outsourcing to deliver additional capacity and access to high-level resource and skill sets, with a comprehensive out-of-hours support service. We treat all of our customers as individuals, seeking to understand their specific business requirements and manage their systems and processes in partnership with them.

Our business focussed strategy is centred around our purpose-built infrastructure, incorporating three data centres within the UK operating 24 hours a day, 365 days a year, for total back-up in all circumstances. With shared data interconnects and individual uninterruptable power supplies, PCMS's infrastructure supports businesses through an agile, flexible approach and a total understanding of the marketplace. With a comprehensive range of support services, from Hosting, Disaster Recovery and Network capabilities, 24 x 365 Service Desk, Storage and Data Management Solutions to Systems Management and Enterprise Monitoring, PCMS has a proven track record of total solutions management.

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Using ITIL methodology combined with our over 20 years of experience and established best practices, we save our customers money and improve service levels. We understand that every minute of downtime impacts business productivity. Each step in our service desk process is designed to get end users' issues addressed quickly. Focussed on proactive planning, our service desk support teams work to prevent incidents before they happen. We follow ITIL practices to help our customers move beyond reactive incident management into request, problem, configuration and change management that drive higher levels of IT performance.

The PCMS Service Desk is designed to be a flexible solution that can be packaged to meet the exact needs of your organisations. With over 20 years of experience supporting business critical systems, the PCMS Service Desk team are fully aware of the incremental nature of providing swift, effective support and resolving any issues promptly before they cause downtime and loss of business.

Disaster Recovery and Business Continuity: PCMS have an integrated suite of fully managed disaster recovery and business continuity solutions to ensure your IT infrastructure, your data and your people remain fully operational in the event of a disaster.

We can manage all aspects of your business continuity plan for you, from hosting your critical applications and sensitive data across our multiple Data Centres in Coventry and London. We can provide data backup and storage management solutions ensuring that all of your data is safely and securely backed up, to providing workspace recovery plans. We are able to offer an end-to-end disaster recovery plan, or just manage the aspects which you do not wish to deal with in-house, leaving you able to dedicate your time to the 'now' rather than the 'what if'.

- Hosting and Co-Location
- Storage and Data Management
- Workspace Recovery

Enterprise Monitoring: PCMS Managed Services have combined industry leading systems with our business led approach to create a range of unique and innovative Enterprise Monitoring Solutions to offer to our clients. Our scalable solutions enable our customers to react quickly to business change, lower the cost of ownership, streamline IT administration and support processes, optimise existing capital deployment and improve customer service and experience to their customers.

PCMS Enterprise Monitoring Solutions enable visibility of the core business services rather than just server and network objects in isolation and allow an estate to be viewed and managed from the perspective of business impact as well as providing detailed information to support incident management and planning.

Systems Management: Take the worry out of maintaining your operating systems, PCMS can manage these for you, providing total assistance for existing implementations or new installations.

Operational Services: Benefit from a fully manned 24 x 365 intelligent hands-on service, allowing you to reduce your overhead costs. Full engineering support is provided through manual or automated event procedures.

Network Services: No matter how complex your wide area network is, PCMS offers a comprehensive service that fulfils all of your requirements. Our IP connectivity solutions are designed to meet the requirements of a diverse range of organisations, for a total end-to-end managed service.

Application Management: No matter how big or small your solution is PCMS is able to manage and support your application with round the clock maintenance and full problem diagnosis and rectification.