



A client focused support team that keeps the customer working, and focuses on continuous service improvement

Application Support

Overview

Our team has many years experience of providing support across a range of retail applications. Their commitment and focus is always on the customer - keeping them working, and resolving issues as quickly as possible.

Support when you need it

For our clients retail trading is not a 9 to 5 operation. That is why our support team is available before, during and after core trading hours, to face head on complex issues that could affect our clients' ability to trade. For some clients this means providing 24-7 support, and through our flexible team we can provide around the clock cover - meeting contractual service levels agreed with clients.

Our support approach

For PMC, support isn't about finding a quick fix and then moving on. All too often these 'temporary' fixes can become permanent.

PMC's approach is to quickly provide a fix or workaround to system incidents. Then once systems are operational, we investigate the underlying cause, providing a permanent resolution, properly developed and tested prior to final implementation.

That's why we structure our contracts to include a commitment to drive down incident volumes backed up by commercials that do not reward us for extra incidents raised by our clients.

Our team is also focused on learning and knowledge sharing. This means that we continuously improve the expertise we have on the systems issues faced, leading to quicker and more focused solutions based on past experience.

Contract management

Working with PMC to provide support goes beyond simply resolving incidents. We work with our clients to review our delivery against service levels, understand their business drivers and build trusted relationships with them. We proactively recommend system improvements to clients that we feel would bring operational benefit.

Forming a strong partnership with our key client contacts is pivotal. This allows us to truly understand their operating environment so that PMC's support service maps their business needs.

Support Structure

Our support team is set up around recognised ITIL incident and problem management principles. This provides clients with clear communication lines and a single point of contact within PMC for any incidents raised. Additionally PMC uses bespoke incident tracking software, which allows clients to monitor progress and to receive regular updates on incident status. For PMC, providing accurate and timely communication to clients is key. Our support structure allows us to do this, and to meet any reporting requirements our clients have.

Database Services

PMC provide Database monitoring and problem resolution utilising our mission critical support experience and bespoke database monitoring product.

Operational Services

We can also provide overnight Operational Systems Management such as Batch Schedules and Polling Management. The retrieval and processing of your daily sales is critical to your retail business, so we make this a repetitive and predictable process.

→ Benefits

- ❖ Retail application focused
- ❖ Experienced technical team
- ❖ Structured approach
- ❖ Flexible support model
- ❖ Strong client focus