



Something completely different:  
offshore services delivered by a specialist, UK-based retail systems business

## Offshore Operational Support

### Our Offshore Philosophy & Approach

We believe that most retailers can benefit from the flexibility and cost advantages offered by moving work offshore. However success requires the right offshore partner. A partner who can make it work for you by taking care of the issues that traditionally make it difficult to truly deliver the potential benefits of offshoring. These issues include usable quality-driven processes, language and cultural differences, distance and, most importantly, a real understanding of retail.

We employ the highest quality technical resources at our offices in India and train them to be retail systems experts. We give them the best tools to work with and deploy transparent, workable processes within an ISO accredited framework. Crucially, they operate in a completely joined up fashion with our experienced retail experts in the UK who work next to the customer to ensure that every assignment is a success.

### A Unique Blended Support Proposition

Our support teams in the UK and India work together in a totally joined up fashion to deliver high quality, cost effective support solutions for our customers. All customer facing activities are handled in the UK, so there are no issues with language, time zone or local understanding. Support tasks will be undertaken by highly skilled technical resources located in either location.

### Focus Areas For Rapid Benefits

Every IT support team undertakes routine monitoring and support tasks throughout the day and usually through the night. This activity can tie up expensive resources on relatively mundane work and often requires complex shift arrangements at costly shift premiums. Such activity includes:

- Monitoring of overnight batch processing
- Escalation management
- Polling management
- Housekeeping
- Data purging
- Database monitoring

Our database monitoring service is underpinned by the deployment of tools developed by our in-house database experts.

### Managing a Transition

Moving support tasks to a third party requires careful planning, high quality project management and diligent execution. We treat the transition of any new customer as a high profile project with four key stages:

<b>Prepare</b>	<ul style="list-style-type: none"> <li>• Service definition</li> <li>• Process definition</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure definition</li> <li>• Create training plan/materials</li> </ul>
<b>Transition</b>	<ul style="list-style-type: none"> <li>• Work side by side</li> <li>• Build infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Training &amp; skills/knowledge transfer</li> </ul>
<b>Stabilise</b>	<ul style="list-style-type: none"> <li>• PMC run standalone</li> <li>• Refine Processes</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare to move offshore as appropriate</li> </ul>
<b>Production</b>	<ul style="list-style-type: none"> <li>• Mixed onshore/offshore model fully implemented</li> </ul>	

### A Proactive Approach

A key aim of our operational service is to reduce operational failures on an ongoing basis by proactively recommending improvements to processes, tools or code as appropriate.

### The Benefits

By moving operational support work to PMC, we can offer you economies of scale and access to offshore technical capability. This means that you can realise significant cost savings and free up the time of your own technical resources to undertake more valuable work.

**→ Benefits**

- ❖ Cost effective
- ❖ Flexible range of solutions
- ❖ Real retail understanding
- ❖ ISO accredited processes to ensure quality
- ❖ UK support to help you make offshoring work