Something completely different

offshore services delivered by a specialist, UK-based retail systems business

Offshore Polling Management

Benefits

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

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 can be no issues with language, time zone or local understanding. Support tasks will be undertaken by highly skilled technical resources located in either location.

Polling Management

The retrieval and processing of your daily sales is critical to your business. It enables many crucial processes including reporting, replenishment, credit card processing and cash reconciliation. However it should be a repetitive, predictable process.

Even when it goes wrong - and most businesses have problems with a few stores every day - sorting out problems tends to follow a set path.

Therefore, why use expensive, skilled resources to take care of polling management, especially if you have to pay shift premiums to work through the night? We can take care of polling management for you, using our support colleagues in India to handle the routine activity and our UK team to handle any escalations required with your technical specialists. This blended approach will deliver the quality of service you need at a surprisingly low cost.

Managing a Transition

Moving any support task 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:

Prepare	• Service definition • Process definition	• Infrastructure definition • Create training plan/materials
Transition	• Work side by side • Build infrastructure	• Training & skills/knowledge transfer
Stabilise	• PMC run standalone • Refine Processes	• Prepare to move offshore as appropriate
Production	• Mixed onshore/offshore model fully implemented	

A Proactive Approach

A key aim of our polling management 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 polling management 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 your own technical resources to undertake more valuable work.

PMC
30/32 Blacklands Way, Abingdon Business Park,
Abingdon, Oxon OX14 1DY
Email:enquiries@pmcretail.com

Website: www.pmcretail.com

CALL US ON: 01235 521900