



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

## Offshore Proactive Database Monitoring and Management

### 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.

### Your Databases Are Critical

The smooth running of your critical systems and the provision of information to your business relies on your databases working well. This means that, ideally, they need to be constantly monitored and managed effectively, so they are always available and perform as they should. It is likely that you will have dozens of key databases in your business, perhaps hundreds if you have many stores. Looking after so many databases is a time-consuming and, often, expensive task.

It is tempting to take a “fix on fail” approach to some of them and just deal with problems when they arise.

However, this can have a costly impact on your business.

### PMC’s Proactive Approach

Our philosophy is always to find cost effective ways of preventing problems occurring to avoid unwanted operational impacts. We fully understand the criticality of databases. Our in-house database experts have developed a smart monitoring tool that can constantly check the health of your databases and highlight impending problems before they cause operational failures. This enables your database specialists - or ours if you prefer - to fix the problem in good time. Some fixes can even be implemented automatically by the tool.

### Monitoring Scope

Our tool can be configured to monitor and maintain various aspects of your databases, including:

- Database continuity
- Capacity management
- Disk space management
- Log file monitoring
- Database locks

The tool can be configured to alert a database specialist by email or SMS if it identifies an issue that needs to be addressed immediately. It also produces a comprehensive and invaluable monthly health check report.

### Low, Predictable Costs

The commercials for our database monitoring and management service include the deployment of the tool (no licenses to buy) and as much or as little access to our database specialists as you require, all wrapped up in a fixed monthly fee.

### The Benefits

Our blended onshore/offshore approach means that you will be surprised at how little it can cost to take good care of your critical databases. If your databases are protected, your systems will work as they should. If they fail, the impact will be felt by your colleagues and your customers!

### → Benefits

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