

PMC PRESS RELEASE

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PMC appointed as Managed Service Desk provider for Front Systems and Helly Hansen

PMC will operate as the first point of contact for Helly Hansen and Musto stores now deploying the Front Systems cloud based mPOS system. As part of this PMC Managed Helpdesk Service, Helly Hansen and Musto stores will be able to call the PMC 24/7 helpdesk via dedicated in-country telephone numbers. PMC will provide a single point of contact and ownership for all IT queries or issues raised by store staff, ensuring swift diagnosis and rapid problem resolution.

In addition, PMC will assist store colleagues where software or hardware issues arise, working hand in hand with third parties where required, to avoid or minimise any disruption to store trading. PMC's customised monthly reporting will categorise logged incidents and present Front Systems with issue resolution data and trend analysis, to help with in-store training and continuous improvement.

Marius Lindholt, CEO at Front Systems comments, "The service provided by PMC enables us to offer our customers the same quality of service that we offer locally in Norway but on a global scale and available 24/7, 365. PMC really understands not only our applications but also how Helly Hansen operates, and this gives us confidence we are all in safe hands"

About [Front Systems](#)

Front Systems' mobile point of sale gives retailers a competitive advantage by unifying online and in-store sales, enabling the convenience and experience that today's shoppers demand. With Front Systems, all sales channels are brought together in real time. This means that both the customer and the store employee can see at all times which products and variants are available.

Fiscally compliant in Europe, North America and the Middle-East, the POS adapts to local language, currency and payment methods. With over 7,600 store employees using Front Systems every day, Front Systems handle 7 million customer sales transactions this year and typically 80,000 transactions on Black Friday alone.

About [PMC](#)

PMC is a technology service provider to retailers and consumer-facing businesses. Our business was founded with a vision to deliver better technology outcomes for Retail and B2C customers. Our approach and values have served us well for almost twenty years and continue to be our foundation for successful partnerships.

With a passion for delivering outstanding value, we offer flexible services and solutions which enable our customers to keep pace in an ever-changing technology landscape. Our extensive experience in advising, transforming and managing our customers' technology is backed by an unrivalled industry reputation for delivering quality, value and customer success.

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