



PMC's tailored Suite of IT Managed Services for Variety Retailer drives Efficiencies and Uptime

VARIETY RETAILER - CASE STUDY

Since 2016, PMC has worked closely with a leading UK variety retailer, delivering a tailored suite of IT Managed Services. This Managed Services provision encompasses 2nd and 3rd Level Support for the store-based POS system, IMAC based services in support of a new stores & refits programme, and Enterprise POS server Database Support.

PMC works in partnership with the retailer and their key partners to deliver project and programme based change. Recent examples include the deployment of a new Payment solution, Server migration and as the trusted Managed Services provider, PMC reacted quickly to deliver system changes required as a result of Covid-19.

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In-store availability, systems uptime and cost effective management of our store operations is business critical.

Our Managed Services teams fully understand what it means to manage a store systems infrastructure. We are able to manage older platforms, whilst driving through rapid change and the introduction of new technologies. With our team's retail expertise, we are able to work collaboratively with all customers.

Phil Bailey,
Managed Services Director at PMC



Cloud-based Remote Monitoring for Self-healing Capability

Central to the PMC Managed Services provision is estate-wide Implementation of our cloud-based, Remote Monitoring solution, *Raptor*. This technical toolset provides the retailer with a comprehensive set of automated procedures, which deliver a self-healing capability and raise proactive alerts for further issue investigation. *Raptor*, powered by Kaseya, increases key store systems availability, raises issue visibility and reduces store staff time taken to log incidents with the Service Desk, especially where issues are resolved by *Raptor*'s self-healing capability.

Speaking about the implementation, PMC's Managed Services Director, Phil Bailey, comments, "Raptor was rolled out estate-wide in rapid timescales during August 2020. We are excited by the future potential *Raptor* can deliver and how it can further enhance the support we provide to stores."

"This also includes significant potential to facilitate efficient delivery of change-based projects - indeed we have already been working to expedite such change requirements by delivering these through *Raptor*. PMC will ensure that we continue to deliver and refine our Managed Services to meet our customer's dynamic needs."

Service Delivery Management that delivers Continual Service Improvement

PMC Managed Services are backed by a second-to-none Service Delivery Management capability. PMC Service Delivery teams provide a single point of contact for the delivery of all contractual support, Continuous Improvement initiatives and change management. For all clients, the PMC Service Delivery Management layer ensures focus not only on day-to-day service requirements, but also on the provision of monthly service reporting, providing trend analysis and insight into estate performance. In turn, this drives problem management and issue investigation to identify and implement continual service improvement initiatives.

About PMC

PMC is a Managed Service Provider specialising in the support of retail and B2C IT systems across multiple platforms and vendors. With 20 years' experience supporting retailers and B2C organisations, we understand the importance of ensuring the highest system performance and uptime to deliver seamless experiences for customers and employees. From Service Desk and Application Support through to Database Services and Remote Monitoring & Event Management, we provide trusted services and automation at a competitive price point.

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