Global ISV partners with PMC to provide flexible Managed IT Service Solution for UK Retailers

A Partnership delivering Exceptional Service and Retailer Value

Independent software vendors (ISVs) play a critical role in the retail sector by providing retailers with software solutions across all retail functions, from inventory management to point-of-sale and beyond. Systems and solutions from ISVs enable retailers to operate their businesses more efficiently, responsively and profitably.

PMC provides Managed IT Service solutions for ISV retail customers, enabling ISVs to focus their own resources on the core business of developing software to solve retailer problems. Partnering with a Trusted Managed IT Service provider and placing trust in a 3rd party for the welfare of business applications can sometimes be a leap of faith, but PMC offers a compelling business case. We deliver not only an exceptional standard of service support, but also a blended Managed IT service for UK retailers, from a co-located business resulting in compelling price differentiation.

Critical Service Monitoring and Rapid Response

Monitoring, Alerting and Event Management

For one PMC ISV client with multiple systems and applications within its retailer customer base, PMC provides proactive monitoring, alerting and event management across servers, databases, critical processing of transactions and price file updates.

Using retailer-specific consoles, PMC dials into the customer estate to check back office server health, till performance and transactions flow. These consoles monitor the critical services operating front end systems and applications, such as server capacity, transactions, promotions, pre-store opening checks, sales audits and enterprise returns. In addition, the PMC team of highly skilled analysts dedicated to the ISV client, monitors systems interconnectivity, web services, back office disk space and till performance.

L2 Application Support

An additional PMC team is responsible for the Rapid Response service to the ISV client. This team has deep domain expertise as a result of extensive training in the ISV client's environment and is fully integrated with the client's in-house teams.

Our L2 Application Support service provides a robust infrastructure with transparent reporting of service performance and trend analysis. Our expertise also lies in problem management and resolution through trend and root-cause analysis. Our approach to incident and problem analysis promotes a one-time fix approach to reduce incident recurrence and swiftly restore retail systems to enable trading.

Delivering Service Flexibility on a Cost Effective Basis

Monitoring, Alerting and Event Management

As a result of our proactive approach to monitoring, alerting and event management, our ISV client sees issues resolved before any effect is felt by their retail customer or the consumer in stores. With the breadth and depth of expertise in our dedicated team, plus an additional pool of fully trained individuals, PMC is able to flex resources according to demand.

Speaking about the partnership, PMC Managed Services Director, Phil Bailey, explains,

> *"PMC has provided the flexibility for our ISV client to flex resources as needed at short notice without losing the skills knowledge, something that wouldn't be easily achievable if the service was being delivered internally. There has clearly been a significant cost saving through the service being delivered from our PMC office in Baroda, as well as exceptional customer feedback on quality and speed of resolution."*

As our ISV client's customer base has grown, PMC has increased the volume of checks across customer systems and applications. Our workflow tool determines the sequence and frequency of pre-defined scripts run by the dedicated team. All checks are continually assessed and reviewed as part of our robust Change Review process.

L2 Application Support

By consistently resolving issues within an SLA timeframe, whereby any incidents are immediately logged and resolved by an analyst, PMC averts a significant business impact for the Retail customer. By also ensuring that fixes are shared to prevent issue re-occurrence, we deliver cumulative cost savings. In addition, our swift response to tickets serves to boost the reputation of our ISV client and their Retail solutions.

Over the last two years, the expertise of the PMC L2 Support team has resulted in an increase in the number of incidents now handled by PMC for the ISV from 40% to 70%. The PMC team also manages an increased number of critical checks and undertakes more customer-facing activity, reducing the burden on the ISV internal teams.

Excellent Performance and Consistent Service Delivery

On-time delivery of checks according to the schedule and within the allotted time is paramount. PMC is achieving an excellent 99.5% against a KPI of On-time Completion of proactive checks, and a 100% achievement against the KPI of Quality of Checks Performed.

Positive feedback in monthly Customer Satisfaction Surveys reflects the PMC adherence to process, on-time delivery and accuracy. This consistently excellent performance has contributed to the high level of confidence and trust in PMC from our ISV client.

Speaking about the 10 year partnership with our ISV client and the impact of the Managed Service provision, PMC Managed Services Director, Phil Bailey comments,

> *"Our white labelled partnership began when our ISV client was looking for a cost effective solution for providing components of a Managed Service, so the initial engagement was for Monitoring and Alerting. Based on this successful engagement they extended it to Event Management and Application Support services (Level 2) and later DBA services.*
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> *With the growing PMC service portfolio, we have been able to further strengthen our partnership by providing additional, vital services such as system integration, leaving them to focus on their core business. From customer feedback we know we deliver a highly efficient, high quality service to the ISV's customers and, as such, I envisage the partnership will continue for some time to come."*

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