How the new offshoring model delivers cost transformation without compromising quality

A PMC Insight Paper
A permanent change to the Retail and B2C sectors

2020 will always be the year that permanently altered the Retail and B2C sectors.

Consumer expectations of their shopping and service experiences have shifted substantially and both sectors have faced unprecedented financial challenges. Against this backdrop, cost control and cost transformation have become increasingly important.

Time to identify the opportunities

Now is the time for IT leaders to take a step back and assess their IT cost base in search of structural opportunities for cost reductions. Many CIOs are now removing what’s no longer required, identifying improvements, or shaping IT teams to fit a new operating model.

Delivering IT-enabled change is typically challenging. It can be complex with often several agendas to reconcile. For many, the most pressing requirement is to create the flexibility to scale existing IT resources in response to constantly changing requirements. The need for business continuity plans, which include homeworking arrangements and added security considerations, represent further complications.
Driving cost efficiencies through Managed Services

IT leaders need to find cost efficiencies, whilst driving and funding innovation, to keep pace with competitors and the increasing expectations of consumers. Delivering cost efficiencies in one area of the business will also free up resources to fund vital digital transformation programmes in another.

Targeted outsourcing can bring material cost savings and a more flexible service to align with trading patterns and project demands.

Managed Service providers are well placed to deliver these but should be keenly evaluated against multiple criteria:

1. **Sector Expertise**
   - Demonstrable expertise and credentials in your industry vertical.

2. **Cost Effective Service Provision**
   - The ability to deliver Managed Services that enable cost transformation.

3. **Actionable Insight**
   - The provision of regular, comprehensive and transparent performance reporting that delivers continual service improvement.

4. **Quality of Service**
   - Consistent performance against industry benchmarked KPIs. For Service Desk, this includes the ability to drive down ticket volumes through self-healing and automation.

5. **Cultural Fit**
   - Performance transparency is only truly provided by an open, honest and trusted partner, with an embedded service culture, operating as an extension of your business.
The new model for offshoring that delivers exceptional quality

As a business founded 20 years ago and operating as a co-located business in India and the UK for the last 12 years, PMC has set the bar for value delivered by Managed Service Providers.

Phil Bailey, PMC Managed Services Director, explains:

“What we have built over the last 20 years is a world-class, blended Managed Services business with deep sector expertise provided from both the UK and India. Since 2008, our India office has been based in Vadodara, a university town the size of Birmingham. From the outset, this choice of location gave us a fabulous source of exceptionally bright people.

“We forged our links with universities early on, and today have a career programme that begins with internships through post graduate employment and offers young talent a visible career path. This approach has resulted in outstandingly high retention rates and importantly maintains an excellent level of highly-skilled Retail IT specialists across our teams.”

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Investment in talent development and service management toolsets

"Due to our cost base, PMC is well placed to invest much faster in our tools and people. We can react at a pace that many UK organisations are unable to match. Recent investment choices have led to our acquisition of world-class RMM & IT Service Management toolsets, as well as a programme of training, which underpin our ability to launch new MSP product sets on an ongoing basis.

Our culture is deep-rooted and is a crucial element of our DNA. We are one organisation across two locations, and our business thrives on a culture of integrity, flexibility, going the extra mile and doing the right thing. We have a deep understanding of what our customers expect from us, and this culture is sustained by periods of UK-based secondment for our India office team members, often based within our UK customer businesses."
The blended service, tailored to meet specific customer needs

This new offshoring model created by PMC is finely tuned to meet customer needs. It delivers exceptional quality at a price point that enables organisations to drive cost transformation.

Teams based in India and the UK are seamlessly integrated to form blended teams that deliver outstanding service levels cost-effectively. All services are available from both locations, creating the opportunity for maximum cost transformation.

Retailers require exceptional standards of service delivery. For PMC customers, the Service Desk responds to 99.7% of calls in an average of 9.2 seconds. We achieve a 99.7% on-time performance for RMM checks and an overall SLA performance of 98.6%. With our remote monitoring and management software, Raptor, we can demonstrate an 18% - 56% reduction in level 1 incidents and up to a 63% reduction in till incidents per month.

All PMC Managed Service customer engagements have a UK Service Delivery Management layer delivered by our SDM team, ensuring our service delivery is consistently maintained to an exacting standard. Our governance extends from the provision of comprehensive service reporting and performance review meetings, through to continual service improvement programmes.

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1October 2019 to September 2020 inclusive. Global average ASA is 28 seconds source: callcentrehelper.com; PMC competitor MSP reports 25 seconds average time to answer calls.

2 & 3 October 2019 to September 2020 inclusive

4 Raptor POC deliverables for PMC Client, 2020
Put PMC to the test

Deploy Raptor across 50 devices in a single domain for up to 8 weeks - Free of charge

Receive detailed insights into the performance of your IT systems and applications with PMC and Raptor.

Raptor is PMC’s Kaseya-based remote monitoring and event management tool, comprising a suite of monitoring and alerting modules for infrastructure, applications and processes. Raptor delivers automated issue identification to rectify issues without intervention. This leads to improved availability of client systems and minimises the need for interactions between store, service desk and head office.

The deployment trial set-up, across up to 50 devices, is managed remotely by our team and is typically completed in one day, subject to network access. Any issues found during the eight weeks will be documented and presented to you by our team, along with a report detailing where we see Raptor adding value to your business, based on the software and services you are running.

Request your Raptor deployment trial >
About PMC

PMC is a Technology Service Provider specialising in the support of retail and B2C IT systems across multiple platforms and vendors.

With 20 years’ experience, we understand the vital importance of ensuring the highest system performance and uptime to deliver seamless experiences for customers and employees.

Our Managed Services range from Service Desk and Application Support through to Database Services and Remote Monitoring & Event Management. We provide trusted services and automation, differentiated by skills, market focus and quality, at a competitive price point.

Contact us

UK Office
30/32 Blacklands Way,
Abingdon Business Park,
Abingdon, Oxon, OX14 1DY
Telephone: +44 (0)1235 521900
Email: enquiries@pmcretail.com

India Office
6th & 5th Floor, Corner Heights,
B/5, DPS School,
Old Padra - Vadar Ring Road,
Vadodara - 390012, Gujarat, INDIA.
Telephone: +91 9081 960601