

## PMC Press Release

Thursday 4<sup>th</sup> November 2021

### **New Service will improve Mobile Device Management and Security**

**To help retail and B2C organisations manage the complexity associated with the growth in mobile devices, PMC is launching a new Mobile Device Support and Management service.**

An extension to the existing PMC Managed Services portfolio, the new service provides proactive, end-to-end management of a customer's mobile device estate. With device security at the heart of the offering, the service provides web protection, device location tracking and comprehensive 'man-in-the-middle' threat detection.

The service covers mobile device set-up, enrolment and policy management to ensure device compliance, increase device uptime and boost staff productivity. This minimises the risk of store disruption in the event of device issues. The PMC service also provides 24x7, real-time support to store staff for rapid issue resolution. Service delivery quality is tracked against industry leading SLAs.

For retail and B2C organisations, mobile devices have an increasing role in the store customer journey for transactions, customer data capture and clienteling. This rapid growth in the number and type of devices planned or already deployed is creating what can become hard-to-manage complexity.

Outsourcing mobile device support and management to PMC as a Managed Service Provider provides a flexible and scalable support model accompanied by predictable ongoing service costs, with no up-front costs for in-house recruitment and training and no extra fees for out of hours service and support.

The combination of this new service with PMC's existing Remote Monitoring and Management (RMM) Service now enables the 'single pane of glass' management of all devices and operating systems across a customer's IT estate.

Speaking about the launch of the new PMC Mobile Device Support and Management Service, PMC Managed Services Director, Phil Bailey commented, *"Mobile is now at the heart of the store experience for many retailers and their store colleagues. We recognise that taking out the complexity and risk associated with managing devices is of huge value to our Managed Services customers, allowing them to focus what is important."*

For more information about the new service please see: [PMC Mobile Device Support and Management Service](#)

#### **About PMC**

PMC is a technology service provider to retailers and consumer-facing businesses. The business was founded with a vision to deliver better technology outcomes for Retail and B2C customers.

With a passion for delivering outstanding value, PMC offers flexible services and solutions enabling customers to keep pace in an ever-changing technology landscape.

PMC's extensive experience in advising, transforming and managing retail and B2C technology is backed by an unrivalled industry reputation for delivering quality and customer success.



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