PCS Managed Services
Focusing on Your Core Business

Free up your time and resources for your own business priorities instead of being distracted by IT.

By contracting Managed Services from PCS, you work with a company whose core competence is maintaining high availability of IT, and who have expertise in a broad range of technologies.
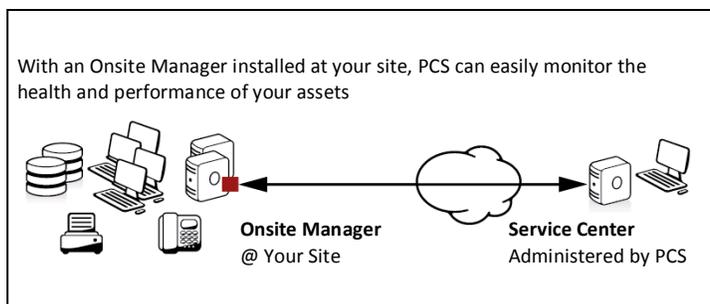
Is IT Your Core Business?

As the owner of a small or midsized business, you invest in IT to increase your operational ROI. Trouble can arise, however, when you or your team are distracted from your core business initiatives because of IT issues. Maybe IT support and management are being performed by employees who have multiple duties, which can impact both their ability to deliver in other areas, as well as the overall quality of IT support.

Contracting PCS to take care of your IT means you can focus all your resources on your primary business operations, maximize revenue, and be more efficient.

PCS can provide affordable, 24 X 7 best practices monitoring and management of all your IT assets, including systems, software, devices and virtual resources. They'll also be informed with automated alerting of any event that may affect the normal operation of IT.

When there is a problem, most issues can be diagnosed accurately and resolved through rapid remote remediation that takes much less time than onsite visits, saving you the often considerable costs of downtime.

With all the IT health and performance data that 24 X 7 monitoring brings in, your solution provider is better positioned to help you optimize configurations, manage system and software versioning, and eliminate costly and obsolete equipment.

With an Onsite Manager installed at your site, PCS can easily monitor the health and performance of your assets

Onsite Manager
@ Your Site

Service Center
Administered by PCS

Solution Overview

Managed Workplace consists of:

Onsite Manager
A single, lightweight piece of software, installed once at each customer site. The Onsite Manager automatically performs secure, comprehensive scans of customer environments to gather the up-to-date information that solution providers need to manage their customers' IT assets with unparalleled efficiency.

With an Onsite Manager, PCS can monitor and manage anything with an IP address, including: desktops, laptops, servers, managed switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, specialized equipment and environmental control devices, internal and external websites, SaaS resources, virtual machines and much more.

Service Center
A powerful, web-based, centralized dashboard that allows PCS to:

- view the asset health and performance data sent by the Onsite Manager;
- "drill down" to details as required;
- perform rapid remote remediation;
- configure advanced services;
- produce a range of useful reports so you'll know exactly what's going on in your environment; and much more.

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The Advantages of IT Expertise

PCS delivers best practices monitoring and management of all your IT assets with the use of hundreds of Policy Modules. Policy Modules are sets of monitoring and alerting rules, developed in partnership with leading vendors like Microsoft, Intel, Cisco, Symantec and others. Policy Modules help ensure that everything in your IT environment is being effectively monitored and alerted on, and puts performance-related data at PCS' fingertips. Detailed, accurate data also helps expedite diagnoses and resolutions when IT issues do occur.

Because the Managed Services platform PCS uses has an open architecture, any customer environment, no matter how diverse, can be easily integrated. Any changes, such as the addition or removal of systems, devices and software are detected automatically and accommodated smoothly.

Finally, because the Managed Services platform is agentless, it requires only one small, lightweight piece of software to be installed on a single server in your environment once. Deployment has no impact on your systems or operations.

- **INCREASE UPTIME**
- **IMPROVE SECURITY**
- **24x7x365 MONITORING**
- **ASSET TRACKING**
- **MONTHLY REPORTS**

The Do-IT-Yourself Scenario

1. An IT problem occurs.
2. You discover the problem.
3. Team member sets aside core business tasks and begins investigating and researching the problem.
4. Best case: Problem is diagnosed accurately and resolved promptly on first attempt.

   Worst case: Problem requires multiple attempts at diagnosis and resolution; parts or external services must be ordered.

5. Problem is resolved.

RESULTS
- If the best case unfolds, one or more resources are taken off core business activities for partial or full duration of problem diagnosis and resolution, resulting in loss of productivity.
- If the worst case unfolds, significantly more time is required to resolve the issue, resulting in more lost productivity on core business activities.
- In the worst case, additional, unplanned expenses are incurred, including the costs of downtime, such as lost productivity and lost opportunities.

The PCS Managed Services Scenario

1. PCS is alerted before or as the problem occurs because best practices 24 x 7 x 365 monitoring and alerting is in place.
2. PCS instantly and accurately diagnoses problem in the Service Center.
3. PCS conducts rapid remote remediation from the Service Center and resolves the problem.

PCS gives you comprehensive reports every month and quarter to show work performed, identify issues, and support optimized IT budgeting.

RESULTS
- You get the right technology expert on the job from the start, with fast, reliable resolution
- Your team stays focused on core business activities
- Many issues are detected and resolved proactively before you even notice
- Downtime is significantly reduced or even eliminated, no more costly surprises

For more information on this and other IT services, contact Joe Popham at joep@pcsco.com or the IT department at PCS at 712-263-3106.

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