



# IT Support and Solutions

Managed IT services, tailored to you

PCS

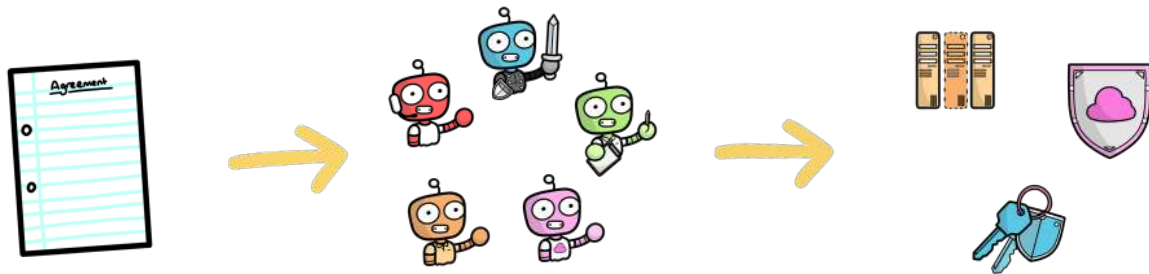
# The IT Superheroes.

## Trained, Experienced, Qualified and Certified.

Welcome to PCS Business Systems, a team of IT specialists who help businesses just like yours. IT outsourcing can save you valuable time, money and resources.

So, give us a call, send us an e-mail or pop in and see us.

We'll guide your business in the right direction.



Starting with a blank agreement, we'll work alongside you and learn the fundamentals of your business.

What exactly do you require?

What are your business objectives and most importantly, how can we help you?

We'll introduce you to our managed services, these are all categorised into five product families.

Your business may require products from different families.

Whatever level of IT support you need, we'll create a tailored service to meet your needs.



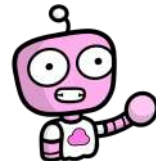
PROTECT

Defend your devices, guard your infrastructure and stay safe.



CONSULT

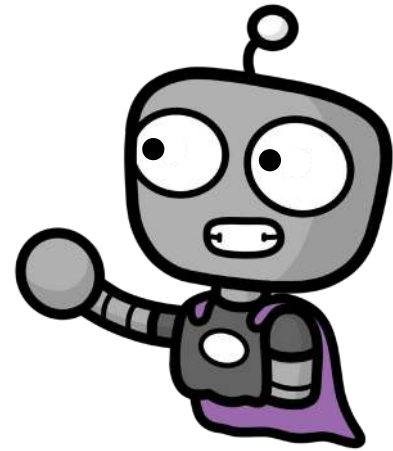
On site assistance and a familiar face for your end users.



CLOUD

Everything from data backups, to disaster recovery.

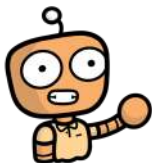
We have the perfect balance between technical expertise and experience, offering you a complete range of IT solutions to suit your business. We take away the hassle of managing your IT infrastructure, allowing you to focus on your core business goals whilst benefiting from a service that meets your daily demands.



Choose a payment plan to suit your needs. We offer flexible, co-termined payment methods so you know exactly where you stand.

Your tailored service is complete. You're happy, we're happy. Here's to a long working relationship.

Business is booming, your company is expanding, you need more. We'll reassess your requirements and increase our offerings where necessary.



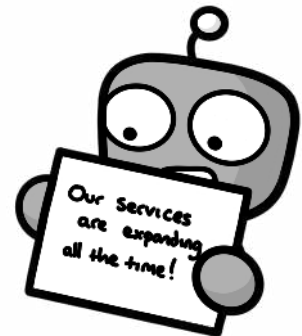
## ASSIST

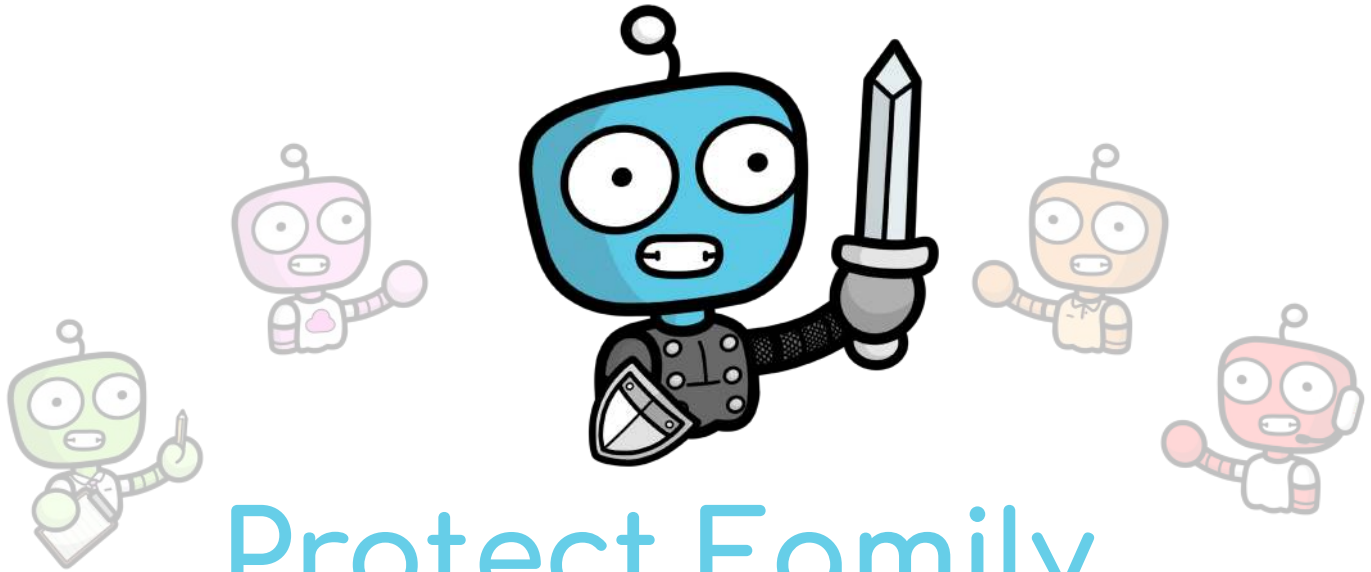
Specialist system monitoring, with 24/7 alerts and notifications.



## SUPPORT

Your first line of contact for your IT support.





# Protect Family

Defend your devices, guard your infrastructure and stay safe.

MAIL CONTROL

MANAGED ENCRYPTION

MANAGED ANTIVIRUS

PATCH MANAGEMENT

SAFEGUARD

WEB PROTECT

TWO FACTOR AUTHENTICATION



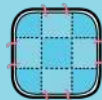
Spam filtering, antivirus scanning and email blacklisting.



Remote data & device security and management.



Virus scanning, malware detection and cyber security software.



Update testing, management and implementation.



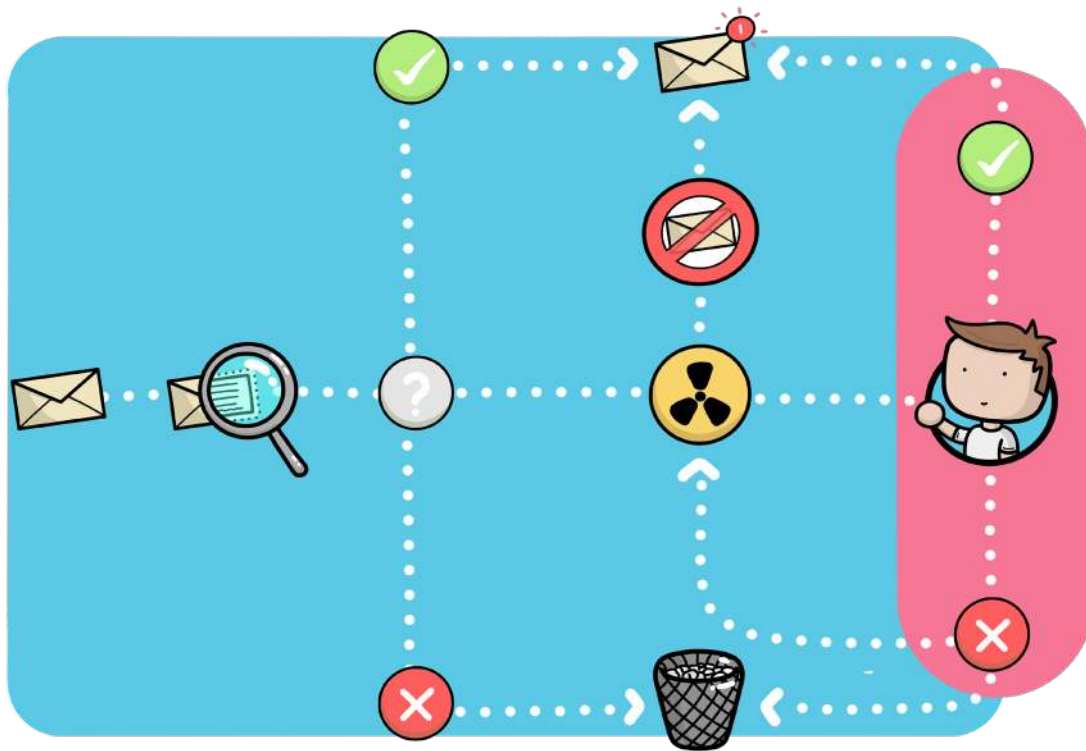
Data and device backup, geolocation and remote wipe services.



Protection against malware, phishing, spyware & spam.



Complete security, without the compromise



MAILCONTROL

# MAIL CONTROL

Stay in control of your inbox.

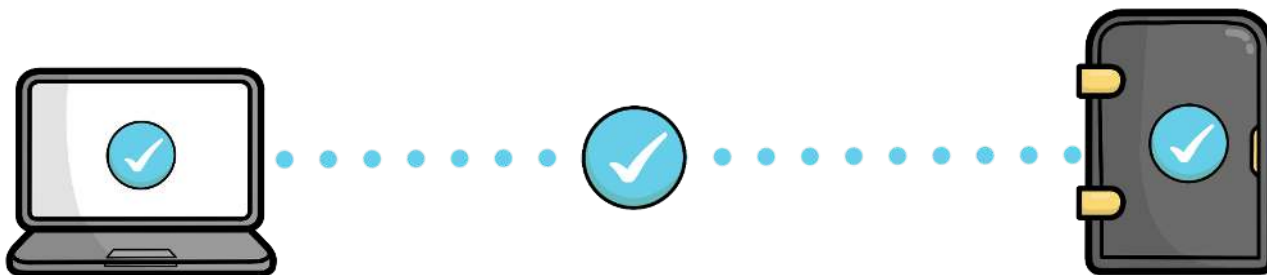
When email stops, business stops too.

Mail control separates the bad stuff and keeps the good stuff organised, allowing you to access your company emails 24/7. No matter what happens to your server, all you need is an internet connection. Offering ultra-secure, ultra-reliable e-mail protection for your business.

Our intelligent technology will filter your mailbox and prevent it from being hit by any unsolicited e-mails, eliminating spam, virus' and malware. Remove the stress of sifting through countless e-mails with the anti-blacklisting feature. Mail control is the straightforward and cost effective service your business needs to keep everything within your inbox clean, tidy and safe.

Additional Office 365 Security  
Active Directory Authentication  
No Hardware Required  
Service Desk Support  
End User Self Portal  
Company Admin Portal  
Spam and AV Filtering  
Mailbox Continuity





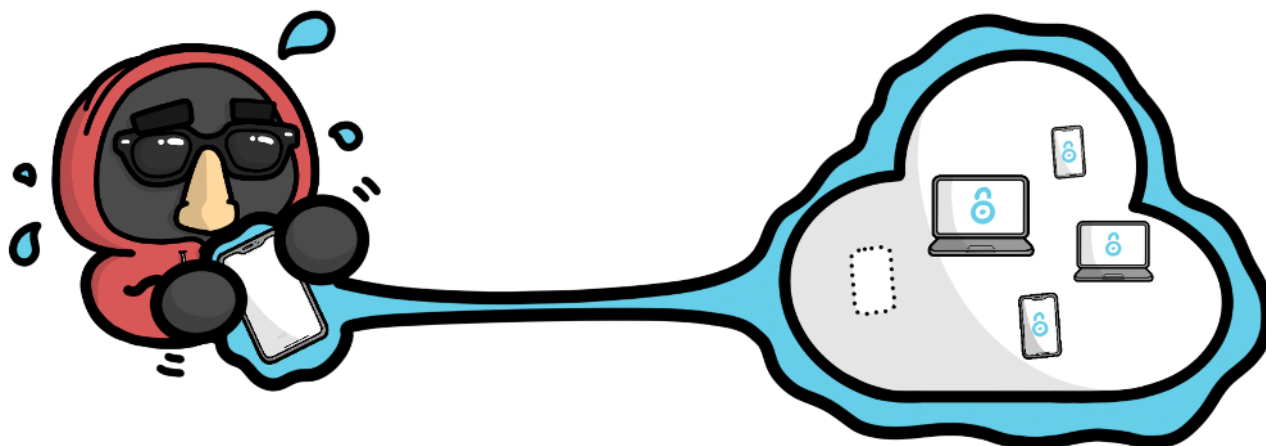
## MANAGED ENCRYPTION

Protect your data and remotely secure all vulnerable devices with our Managed Encryption service.

Nowadays, it's not enough to secure just desktop PCs and company networks. Many businesses have data shared on laptops, USBs and mobile devices, so it goes without saying - securing data is one of the most challenging and important issues businesses face. What would you do if your important data fell into the wrong hands?

Managed Encryption is one of the easiest, painless approaches to encryption and mobile device security. There is no costly hardware or software required nor internal IT staff necessary to support your device security. Our IT experts will work on your behalf, by using our powerful cloud-based tool to secure your devices. This frees up time for you to focus on your business. Remotely secure the vulnerable devices in your organisation, including those owned by employees. If a device is compromised, instantly mitigate the threat with a click of a button.

- Device Monitoring
- Administration and Reporting
- Password Management
- Encryption
- Data Wiping
- Remote Data Access Control
- Service Desk Support
- Customer Cloud Portal
- Disable Quick User Switching





# MANAGED ANTIVIRUS

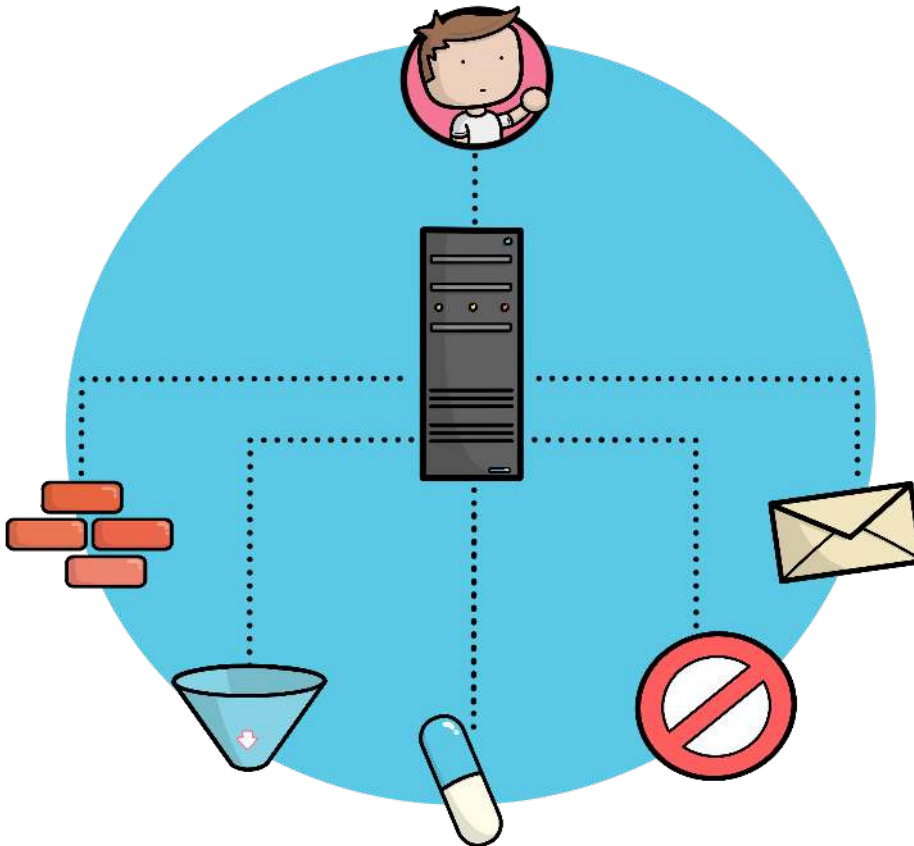
## MANAGED ANTIVIRUS

Protect against known viruses and catch new, hard-to-detect malware threats.

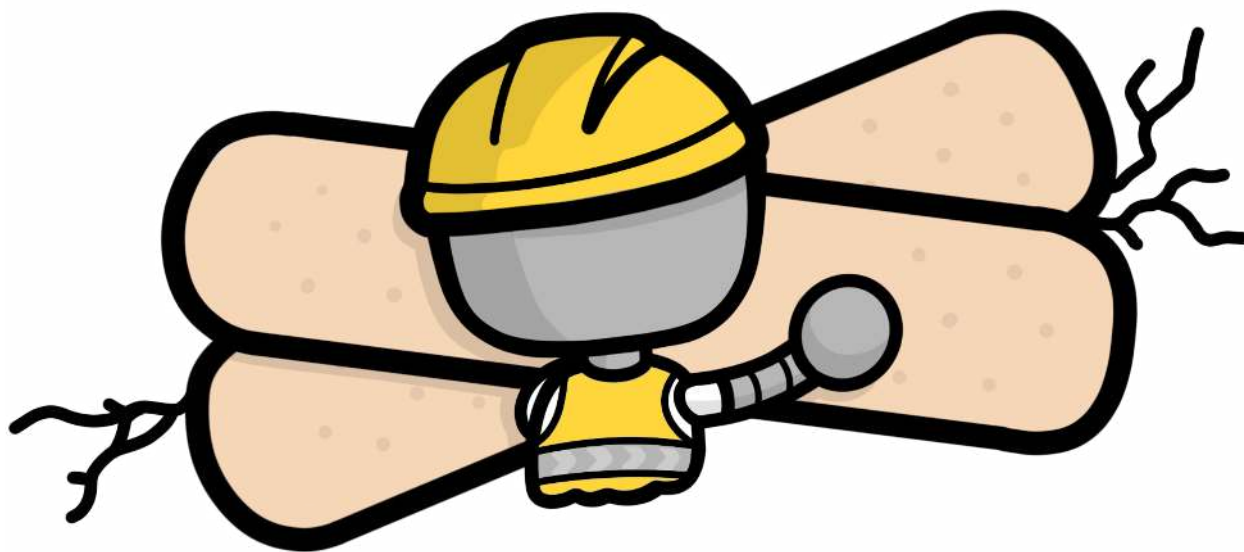
As attackers' tools become more sophisticated, so should your defence.

Our Managed Antivirus is a revolutionary security layer. It stays up-to-date with the latest threats so malware cannot reach it and cannot hide from it. Scheduled deep scans allow us to stay on top of your cyber security, removing the worry of any untimely downtime. Managed Antivirus will provide you with expert support whenever you need it so you don't need to worry about a thing, we've got it covered. Best protection. Best performance.

Reduces Cyber Threats  
Proactive Technical Team  
Real Time Monitoring  
Self-Management Portal  
Service Desk Team Support  
Automatic Updates  
Live Wallboard Monitoring







## PATCH MANAGEMENT

Stop an attack in its tracks, stay secure, up-to-date and avoid security pitfalls.

Keep your essential system software updated and prevent cyber-attacks with Patch Management. For patches to prove successful, they will need to be applied in a timely manner. It's a requirement of many Information Security Standards such as ISO27001 and the government backed Cyber Essentials scheme that an adequate patch management programme is in place. Our patch management service will allow your organisation to provide evidence that this is carried out effectively and in full.

Reduce Cyber-Attack Risks  
Keep IT Assets Up To Date With  
The Latest Patches  
Remote Service Desk Support.  
Proactive Patch Management

Auto or Manual Deployment  
System Dashboard  
Deployment Status Reporting  
Increase System Uptime And  
Continuity







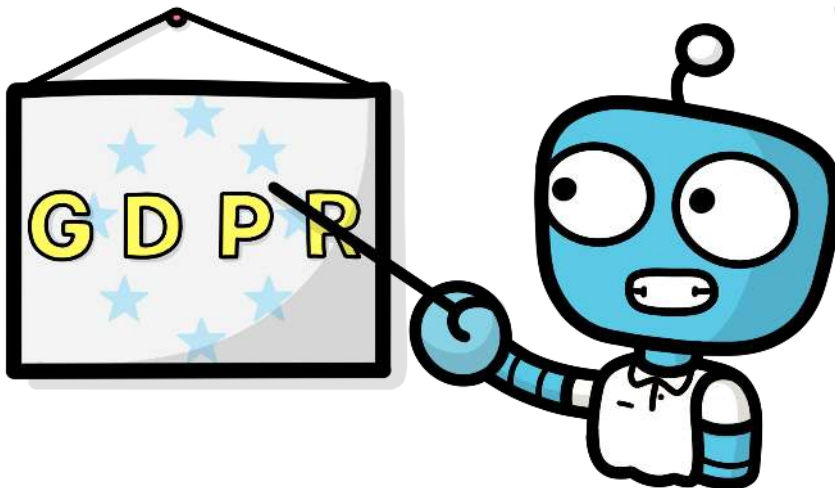
## SAFEGUARD

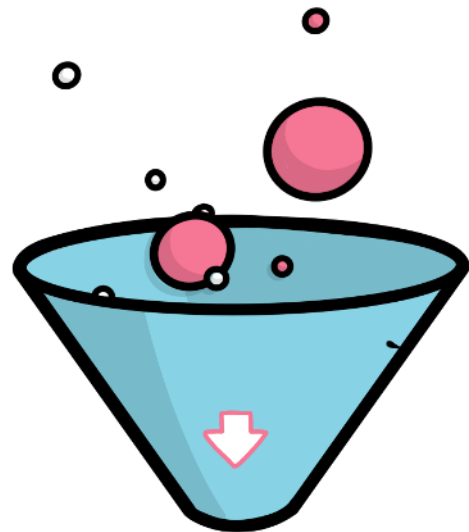
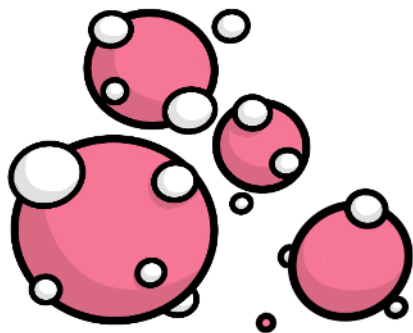
Track, lock and wipe. Manage and secure every endpoint, everywhere.

Our Safeguard service protects your laptop and other devices allowing you to stay in control, even if a device is off the network. Safeguard gives you the option to track, lock and even wipe your devices, rendering it completely useless if it falls into the wrong hands. This Cloud-based software cannot be removed without authorisation giving you one less thing to worry about.

SafeGuard is arguably one of the most powerful tools you could have for data protection and more specifically GDPR.

Reporting and Analytics  
Geo Mapping  
Geo Alerts  
Physical Device Recovery  
Self Service/ Admin Portal  
Self-healing Endpoint Security  
Scan for Sensitive Data  
Removes Sensitive Data  
Impossible to Remove Without  
Authorisation  
Certify Device Status  
BIOS Locked





# WEB PROTECT

Intelligent web protection, giving you full control over what your business and users can access.

Our Web Protect service offers fully managed security for your business and employees. This keeps productivity levels high and your IT systems safe from any websites that push harmful programs including malware and spyware. To keep efficiency high within the workspace, a healthy balance between work and play is essential. Web Protect allows you to set rules for specific individuals or departments and intelligently filter internet activity.

Increased Productivity  
Scheduled Blocking Or  
Unblocking of Websites  
Service Desk Support

Internet Activity Filtering  
Threshold Exceeding Alerts  
Your Own Admin Dashboard  
Fully Managed



Check out our website: [www.pcs-systems.com](http://www.pcs-systems.com)

Call: 08452 41 41 55

[ask@pcs-systems.com](mailto:ask@pcs-systems.com)



## TWO FACTOR AUTHENTICATION

Protect your data and your apps against unpermitted access.

Two- Factor Authentication protects your information from unauthorised access and allows you to verify the identity of your users, ensuring they are who they say they are.

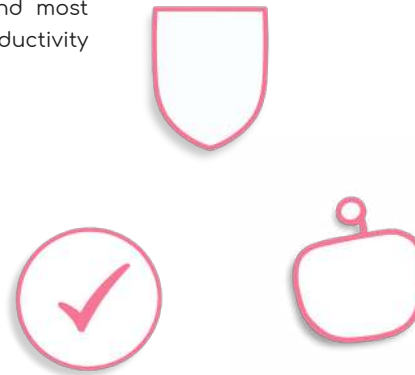
It's one of the best ways for any business to secure their data and apps from unsolicited access.

Protect your applications and data against unauthorised access by verifying your users' identities with Two Factor Authentication.

2FA not only strengthens access security by requiring two methods to verify your identity. These methods can include something you know, like a username and password, plus something you have, like a smartphone app to approve your identity.

Our Two-Factor Authentication is the easiest, most reliable and most modern way to protect your data and ensure that time and productivity are not affected.

- Easy to Use
- Quick Deploy
- Stronger Access Security
- Strong Endpoint Security
- Protect All Data and Apps
- Detailed Insights





# Consult Family

On site assistance and a familiar face for your end users.

CONSULTANT

CYBER SECURITY

CYBER AWARE

DROPBOX MIGRATE

MIGRATE

ONSITE



Dedicated technician, tailored solution & post project support.



IT Infrastructure analysis, assessment and planning.



Expert advice & bespoke phishing training to educate your team



Flexible implementation and maintenance of Dropbox Business.



IT infrastructure migration, analysis, migration & support.



Expert, on site, engineer consultancy and support.



# CONSULTANT

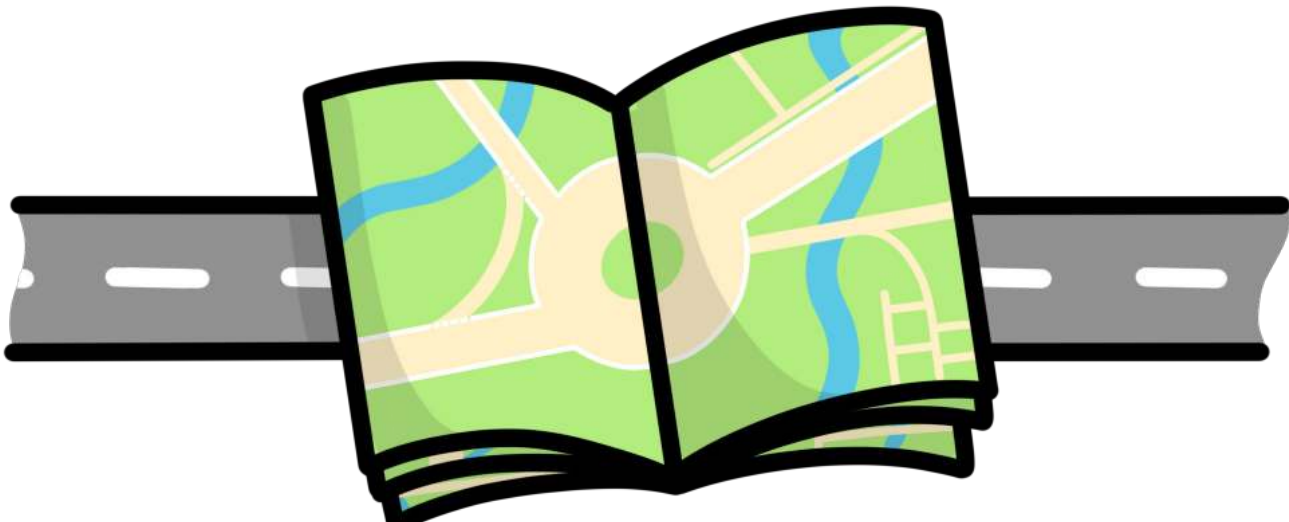
## CONSULTANT

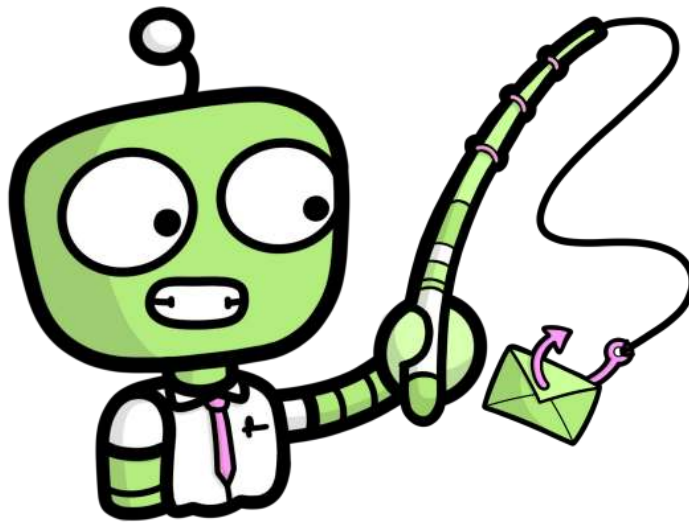
### Is your IT infrastructure critical to your business?

If you ever require assistance for your IT infrastructure then our experts are on hand. With years of experience in the industry, our IT consultants are qualified to help. Whatever question or query you have, our consultants have dealt with issues similar or the same to your own. We don't just advise. Our consultants take the time to learn about your business and discover the best way to strengthen your IT infrastructure.

With this service, we keep you informed and updated on any unexpected IT costs that could affect your business. By staying up-to-date with the latest IT improvements, your business will continue to thrive. We create an IT strategy specifically for you and this allows us to plan an IT roadmap with your priorities in mind.

Dedicated Consultant  
Support on the Latest Technology  
Planned Projects and Budget  
Contingency Planning  
Hassle-free Migration  
Post Project Support  
Growth and Improvement Support  
Effective IT Strategy And Roadmap





# CYBER AWARE

Don't let your team take the bait.

Could your users differentiate between a legitimate email and phishing? Awareness is key, especially as phishing is becoming more sophisticated.

Your users are your biggest defence and your weakest link.

Even with the most robust security measures in place, your business is left vulnerable if a colleague clicks a link on a Phishing email.

Learning that someone in your business has opened the doors to a phishing scam is unfortunately not uncommon, therefore you need the best prevention and protection plan in place.

Cyber Aware has been created to empower users, allowing them to differentiate between phishing and a legitimate email.

Get an initial consultation which involves finding out a bit more about your business. This allows us to assess any risks and put together bespoke training.

You'll receive a training programme which allows your team to learn the tell-tale signs of Phishing. Not every member of your team will require the same level of support, that's the reason why the training we provide is 100% tailored.

Measurable and Easy to Use  
Simulation of Real Phishing Attacks  
In-Depth Reporting  
Bespoke Training  
Reduce Risk and Liability



All it takes is one click.

Check out our website: [www.pcs-systems.com](http://www.pcs-systems.com)

Call: 08452 41 41 55

[ask@pcs-systems.com](mailto:ask@pcs-systems.com)

CYBERAWARE



# DROPBOX MIGRATE

Create, share, collaborate and migrate securely while maintaining visibility.

It's difficult to stay productive when you're on the go but with Dropbox Migrate, you can do just that. Key features provide you with a seamless solution eliminating the worry of sending mission critical information in the form of e-mails and other applications.

Maintain control and access your information anywhere at any time. Dropbox Migrate allows for a more seamless and collaborative way of working. Features include proactive security and the protection of sensitive files as well as easy syncing with your colleagues and external partners without worrying about the time or location.

Our managed service couldn't be simpler, fully trained consultants will plan and manage everything, ensuring a complete hassle-free process.

Comprehensive Visibility

Co-authoring

Active Directory Integration

Remote Wipe

Account Transfer Tool

Audit Logs

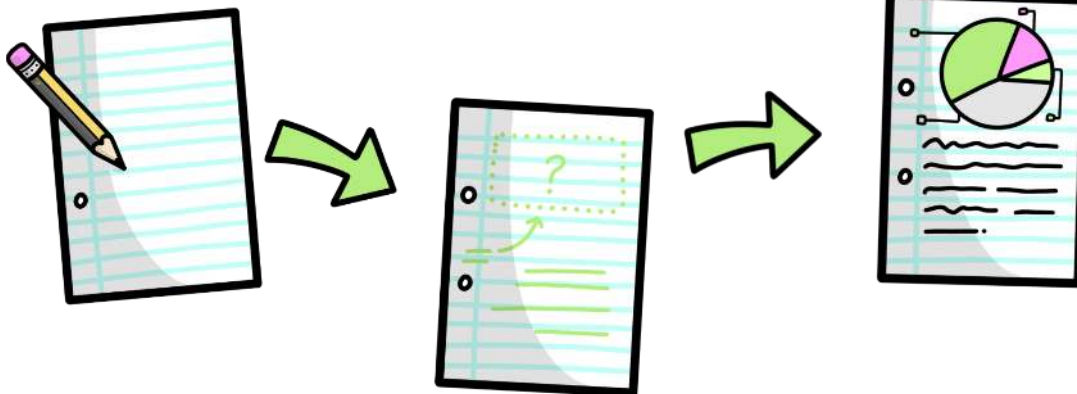
Single Sign In

Two Way Mobile App Integration

Admin Dashboard



DROPBOXMIGRATE







# CYBERSECURITY



## CYBER SECURITY

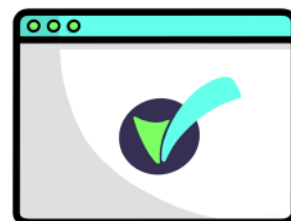
Cyber Criminals Are After Your Money, Your Data  
And Your Intellectual Property.

If you haven't already taken steps to protect yourself, it's time to act now.

This service allows you to focus on other aspects of your business by putting the cyber security of your organisation into our very capable hands. Allow us to analyse your IT systems and policies for potential vulnerabilities.

Our Cyber Security service provides your business with a health check, keeping you up-to-date with the current state of your cyber security. Achieve government and industry supported Cyber Essentials Certification with our Cyber Security managed service. Cyber Essentials offers a business like yours a starting point, for building a strong security posture.

Tackles Cyber Security Requirements  
Achieve Cyber Essentials Certification  
Ongoing Support Available  
Reduced Risk of a Cyber Breach  
Implement Strong Cyber Security Practices



Check out our website: [www.pcs-systems.com](http://www.pcs-systems.com)

Call: 08452 41 41 55

[ask@pcs-systems.com](mailto:ask@pcs-systems.com)

# MIGRATE

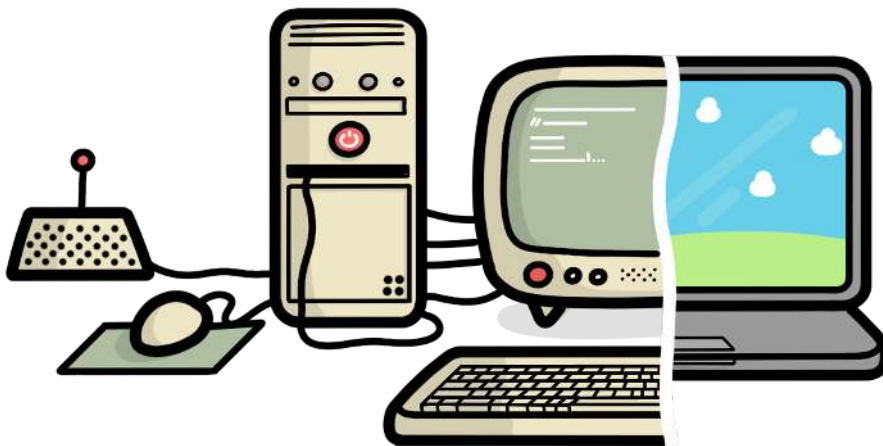
## Design, plan and implement your IT projects with Migrate.

We'll plan, monitor and control any IT project you have, big or small. Our fully managed service is made for your complete ease, reducing risk and uncertainty. Our trained consultants will tailor and deliver the project to suit your business and any vulnerabilities.

If you have an IT project on the horizon then Migrate will ensure minimum disruption and expert knowledge. Whether it's a simple system update or an in-depth cloud migration, this hassle-free service will save you a lot of valuable time and money. Once your project has been fully implemented, we don't just stop. Migrate includes post project support which means minimal disruption to the productivity of your business.

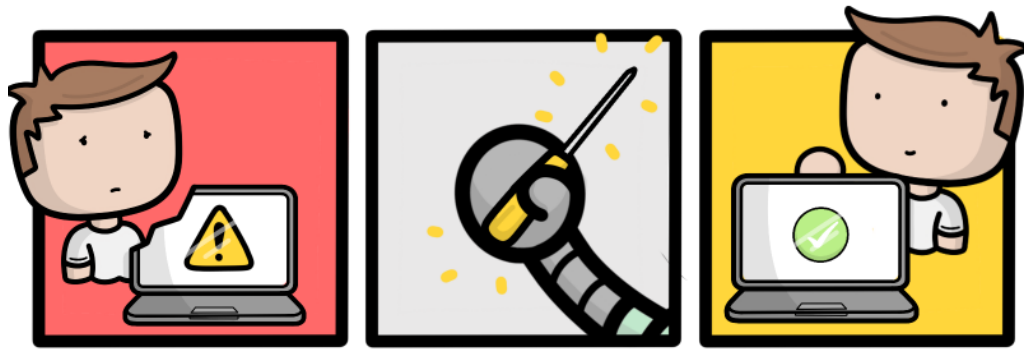
Statement of Works  
Post Project Support  
Tailored Solution  
Planned Bill of Materials

Project Plan and Management  
Reduced Vulnerability  
Hassle Free Migration



MIGRATE





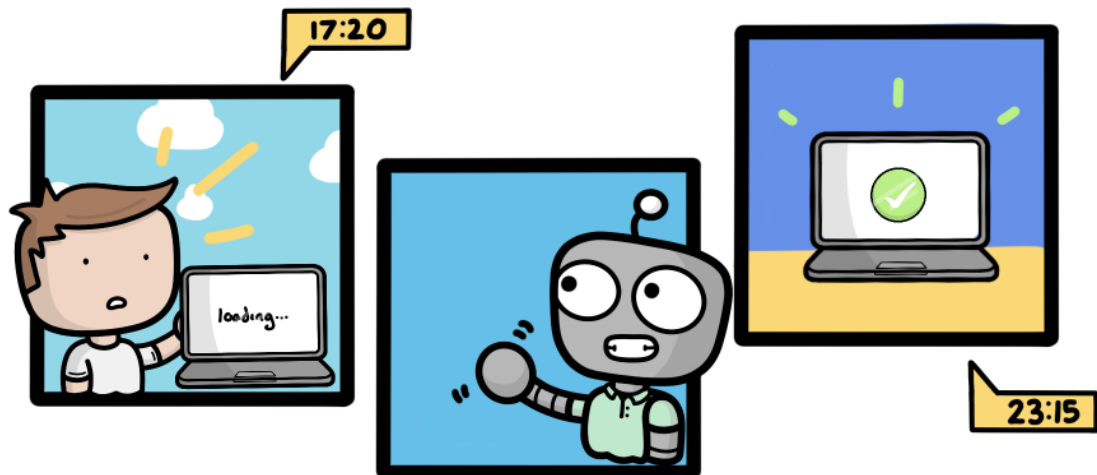
## ONSITE

Need that extra little bit of IT support at your on-site location?

Our fully trained engineers will help your business with all aspects of installation, maintenance and support to ensure business continuity and productivity with all your day to day tasks. All of our engineers hold accreditations that are of the highest standard in the IT industry so rest assured you are being dealt with by complete experts.

With on-site assistance, you will be able to plan, budget and ensure that your business continues without disruption. Our consultants and technical teams will work together to create the best support experience for you. The combined knowledge of our engineers and specialists means that you will receive the best support. We have a primary and secondary engineer system, meaning you can build a strong working relationship with the same familiar faces.

Forecasted Engineering Time  
Installation and Maintenance  
Primary and Secondary Engineer  
Contracted SLA  
Business Continuity  
Pre Paid Resource  
Fully Qualified Team  
Planned Visits  
Budgeted Engineer Time



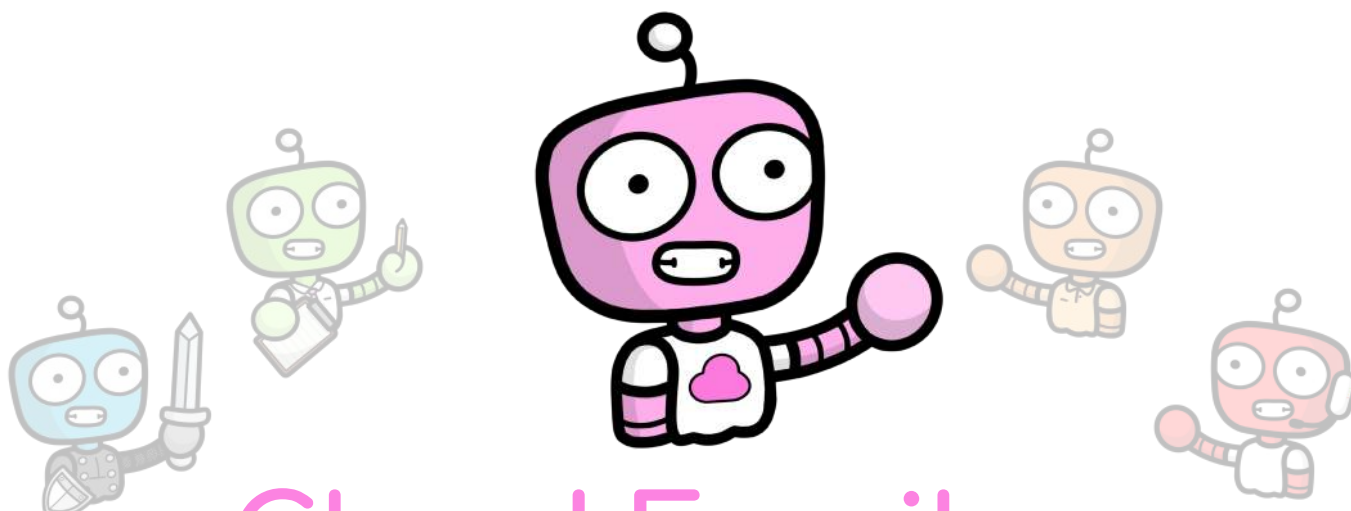
ONSITE



Check out our website: [www.pcs-systems.com](http://www.pcs-systems.com)

Call: 08452 41 41 55

[ask@pcs-systems.com](mailto:ask@pcs-systems.com)



# Cloud Family

Everything from data backups, to disaster recovery.

CLOUD BACKUP



Flexible & secure,  
offsite data backup,  
storage and  
recovery.

CLOUD DR



Physical and virtual  
server backup  
and disaster  
recovery.

MANAGED  
NETWORKING



Configurable & secure  
network deployment  
and management.

MICROSOFT365  
MIGRATION

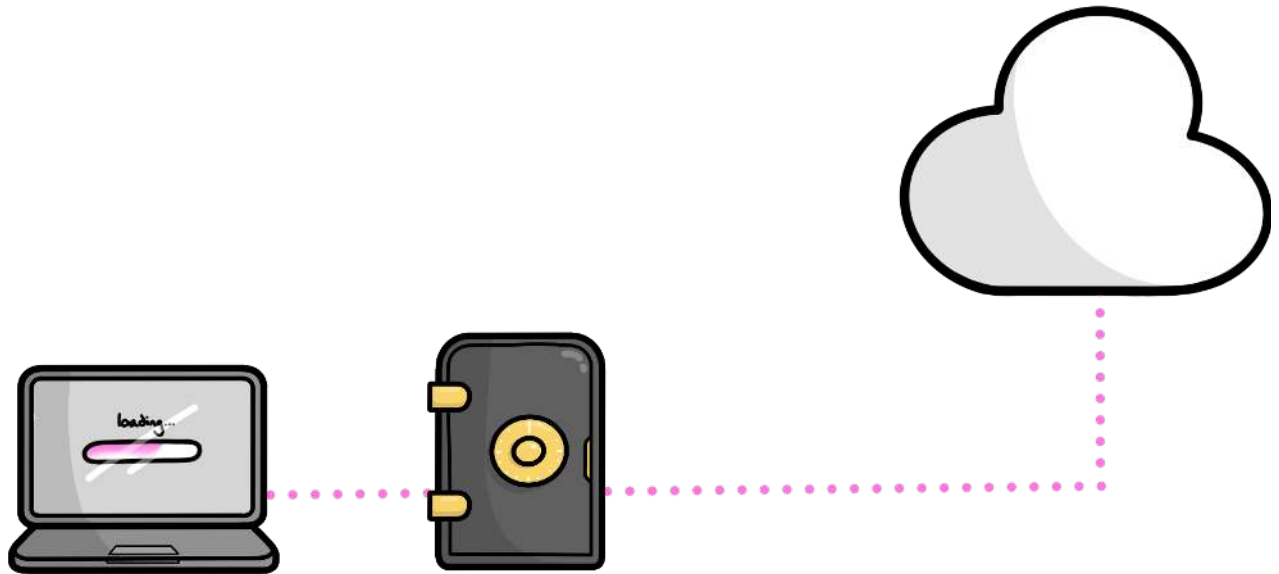


Backup, search,  
restore and export  
your important data  
in the cloud.

CLOUD COMPLETE



IT infrastructure  
migration, analysis  
& support.



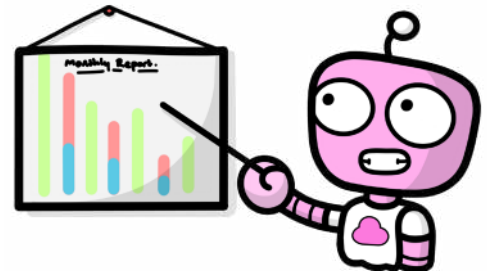
## CLOUD BACKUP

Keep business critical data safe and never fear downtime with Cloud Backup.

Simple and reliable cloud integrated backup as a service. Should the worst happen, you and only you will be able to access your data.

Cloud Backup is a simple, cost effective solution that allows you to work with powerful tools within the cloud. This managed service delivers strong protection for your data wherever it resides. Perfect if you're considering business continuity plans. Should a disaster happen, we'll ensure your data is retrieved and you are left in a position where you can carry on working.

With Cloud Backup you will receive a private key encryption, eliminating any unauthorised access, so although we will completely manage this service for you, we will have no unauthorised access to your data. Our data centres provide a 99.9% uptime guarantee and have 24/7/365 physical security. If necessary, you can choose which country you want the data stored in and that's where it stays.



- Options Start from 200GB
- Free Buffer for Growth
- Monthly Reporting
- 3rd Line Telephone And Remote Support
- Safe, Secure and Reliable
- Cloud Based
- Mitigate Risk of Data Loss
- Flexible Payment
- ISO27001 Information Security Certified



# CLOUD DR

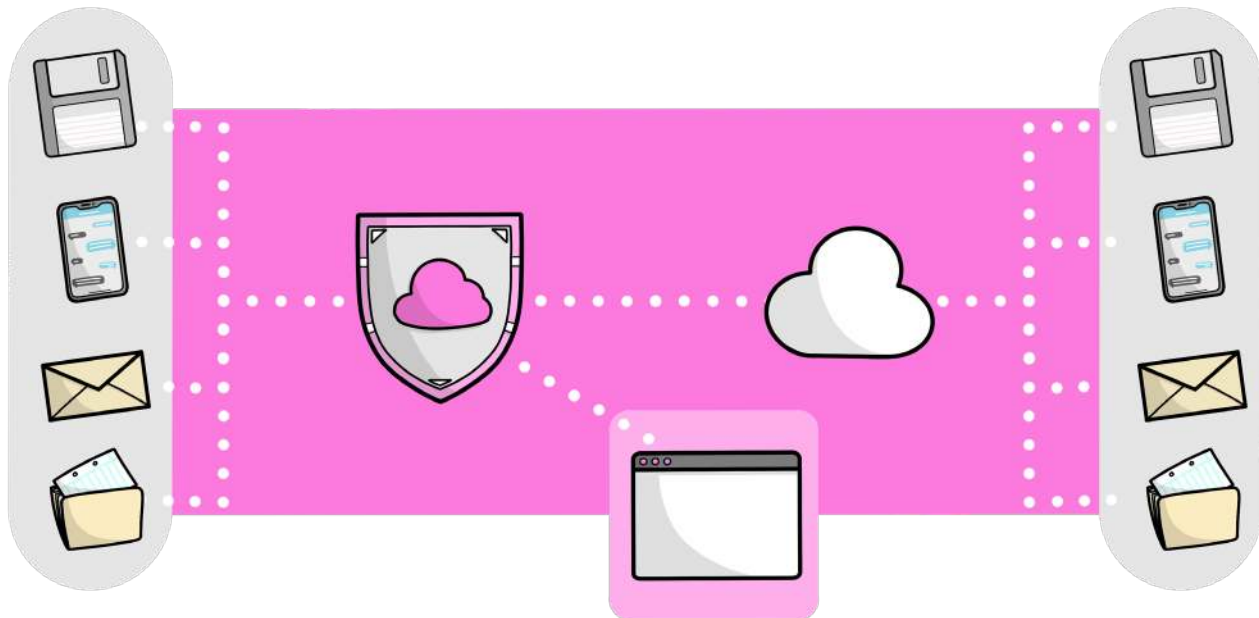
The Disaster Recovery service that allows you to wave goodbye to downtime.

Our Cloud DR service combines backup, disaster recovery and business continuity all into one managed service. PCS has partnered with industry leader Datto to provide a single managed service, backed by highly skilled PCS infrastructure engineers & consultants.

Your physical or virtual servers are backed up to a local appliance, allowing for fast backups with local recovery. These are then replicated to the Datto cloud to ensure your data is protected even in the event of a catastrophic failure at your office location. Backups are virtualised as they occur and the virtual machines can be booted both locally, on the Datto appliance and in the cloud in the event of a failure.

Virtual machines are also automatically booted daily, with a screenshot taken of the login screen to prove their validity, giving reassurance that your backups are successful. All your data is scanned for ransomware, so that in the event of a ransomware attack, system failure, or site loss, your systems will be running again within minutes.

- Instant Onsite and Offsite Virtualisation
- Hybrid Virtualisation
- Ransomware Detection
- End to End Encryption
- Screenshot Verifications
- Backup Insights
- Faster Bare Metal Restores
- Centralised Management





# MANAGED NETWORKING

Quickly and easily deploy wireless networks across one site or many.

With Managed Networking, complete networks can be deployed in a matter of minutes, rapidly delivering secure and highly reliable network services at scale. Deployments range from a single office or building to multiple locations, with configuration options to optimise for your needs.

Our cloud based service was designed with network continuity in mind, delivering seamless and uninterrupted operation and maximum uptime. Your business can't afford to be offline, with Managed Networking you have the peace of mind and the confidence that the network will be there when you need it.

Network Continuity

Easy Setup

Fully Integrated Cloud Based  
Management

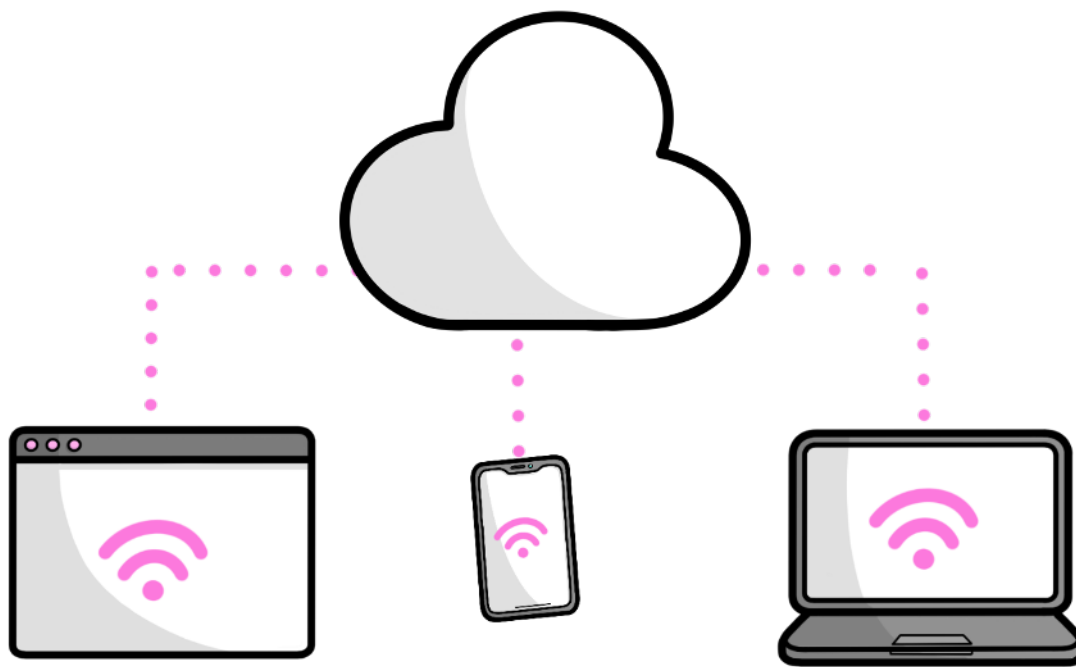
Fully Integrated 4G LTE

Failover

Advanced Security  
Features

Service Desk Support

Customer Cloud Portal







# O365 BACKUP

Backup, search, restore and export your important data in the cloud.

Your cloud data isn't immune, and your Office 365 won't hold your data forever, so you need a reliable backup solution. O365 Backup ensures you can access, control and own the data you intrust in the cloud.

What if a user accidentally deletes or overwrites a file? When employees leave the company, can you prevent their files from going with them? How can you protect your organisation from app outages, misconfigured workflows or even ransomware attacks?

We offer an all in one solution for Office 365 that ensures all of your important data stays with you.

We ensure that you can access, control and own the data you entrust to the cloud.

Your Office 365 data will be backed up by a trustworthy solution that not only reduces risks but allows you to focus on other aspects of your business.

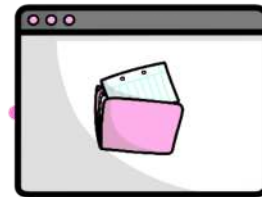
Reliable Data Backup Solution

Access, Control and Own Data

Easily Move and Restore Data

All data Securely Stored and Encrypted

Restore Data to Moment Before Attack



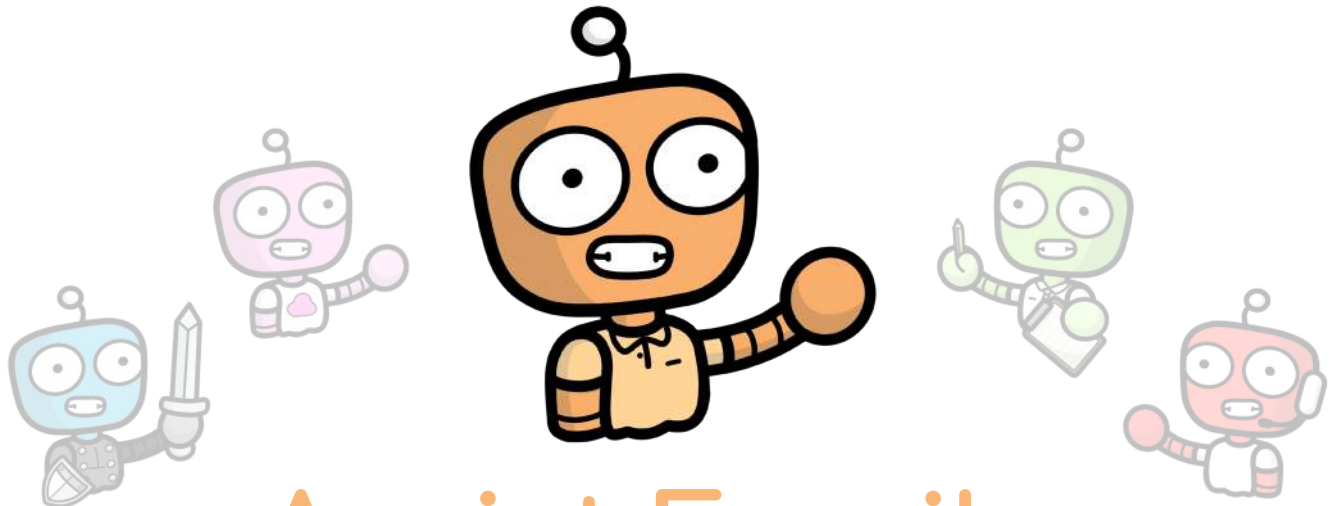
O365 BACKUP





Fully Support your  
Cloud Services  
Evolve Cloud Infrastructure  
Typical Uptime 99.9%  
Excellent Level of  
Cyber Security  
Seamless Cloud Migration

By working with PCS and engaging with us to act as your IT partner we can make sure only the most suitable cloud based services are adopted. Additionally, we can provide ongoing support to ensure your cloud infrastructure is suitably managed, supported and runs to its optimum level.



# Assist Family

Specialist system monitoring, with 24/7 alerts and notifications.

ACTIVE ALERTS



24/7 system, network and device alerts and notifications.

MOBILE CONTROL



Flexible mobile device management and configuration.

TAKE CONTROL



24/7 remote control to any server or workstation in your IT estate.

VLAYER SUPPORT



Virtual Environment monitoring, alerts, access & support.



## ACTIVE ALERTS

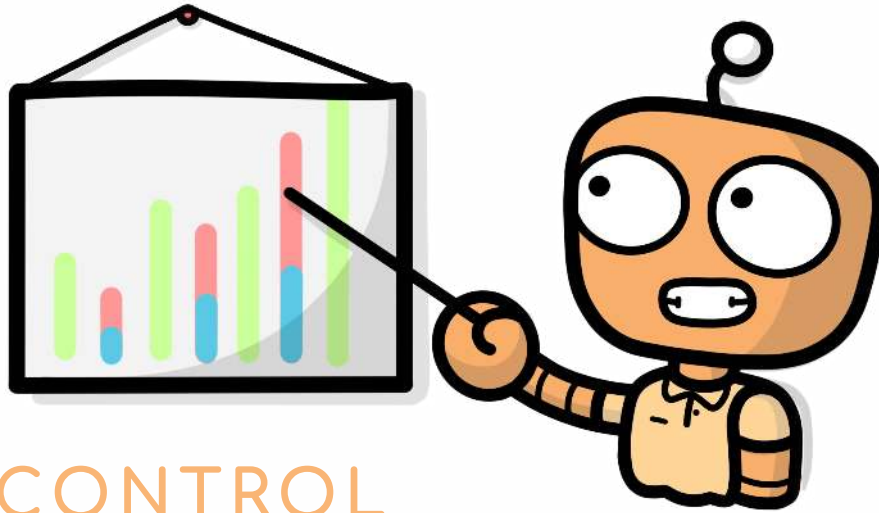
Your business could be at risk of downtime.  
Active Alerts eliminates this worry.

Active Alerts can cover both physical and virtual IT infrastructure and ensure monitoring of critical systems 24 hours a day, 7 days a week, 365 days a year. Our service desk will give you a call during office hours, you can opt to receive alerts through our portal, via text message or an e-mail direct to your inbox giving you 100% piece of mind. Treat Active Alerts as your very own 24/7 system attendant. This service also provides a 'Hacker Check' function which will notify you of any suspicious activity or cyber-attacks.

Dedicated Remote Support Team  
Monthly Management Reports  
Proactive Technical Support  
Reduces System Downtime  
24/7 System Attendant

Hardware and Software Monitoring  
Asset and Inventory Tracking  
Unusual Activity Alerts  
Automatic Maintenance  
Predictive Failure





## MOBILE CONTROL

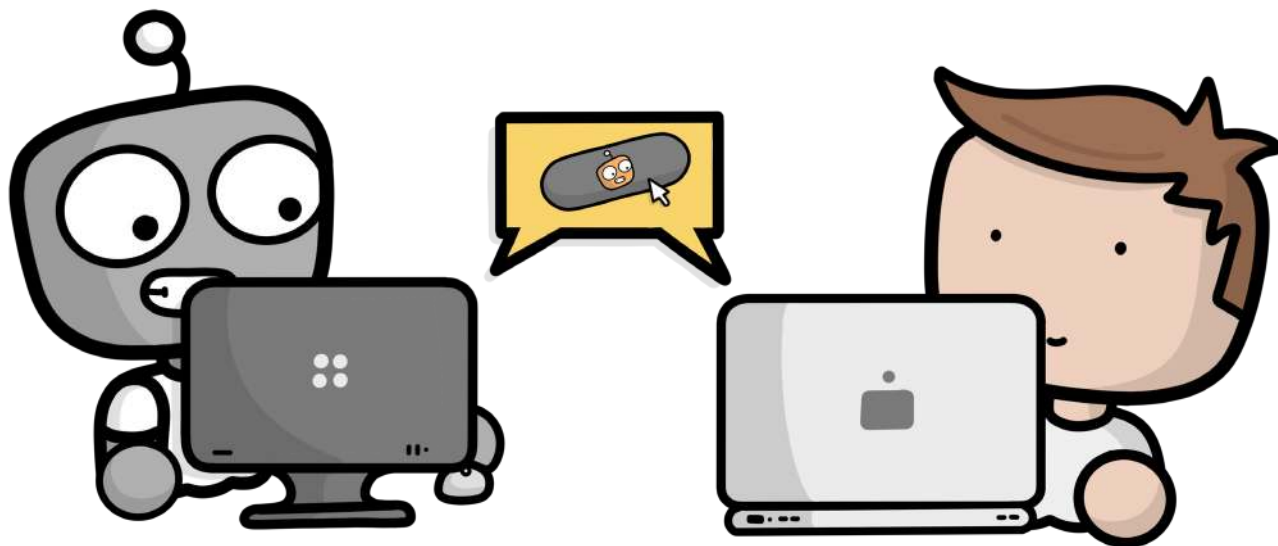
The ease of working securely from a mobile device of your choice.

Mobile Control is a completely scalable and simple managed service. This secure package is everything you need to work safely on a mobile device of your choice. You can access the dashboard from any mobile device to check everything, including performance, security, uptime and more.

Secure your devices in any situation. Mobile Control protects against device loss and theft, as well as offering security features, such as remote wipe and location tracking. Whether your device is missing, lost or has been stolen, we can remotely wipe the device rendering it useless if it falls into the wrong hands.

- Loss and Theft Protection
- Location Tracking Support
- Remotely Lock or Wipe Device
- Privacy Not Compromised
- Asset Viability
- Expense Management
- Automated Maintenance
- Portal Management
- Secure Company Data
- Monitor Data Usage





# TAKE CONTROL

24/7 assistance across your organisation.

Our Take Control service allows you to gain hassle-free remote control of any IT system within your organisation. Securely operate the PC computers or servers within your organisation as if you were sitting right in front of them. Receive instant access improving your response time for support, cut costs and resolve issues quickly all within a secure portal. Connect to a machine within your organisation with the Take Control dashboard.

- Minimum Disruption
- Service Desk Support
- Immediate Connection
- Quick Response
- Anytime Access
- Increase Productivity
- Cost Effective
- 24/7



TAKECONTROL

Check out our website: [www.pcs-systems.com](http://www.pcs-systems.com)

Call: 08452 41 41 55

[ask@pcs-systems.com](mailto:ask@pcs-systems.com)

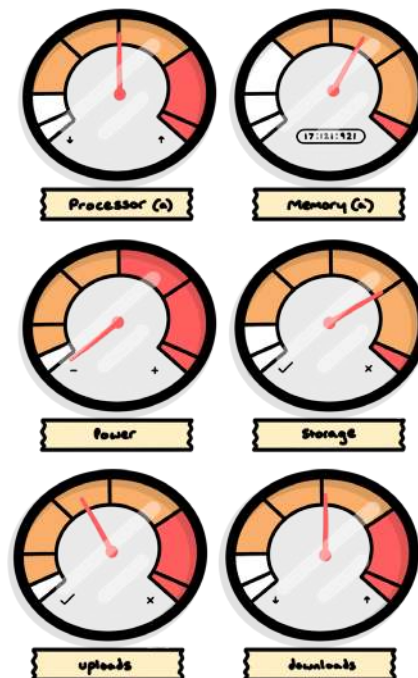
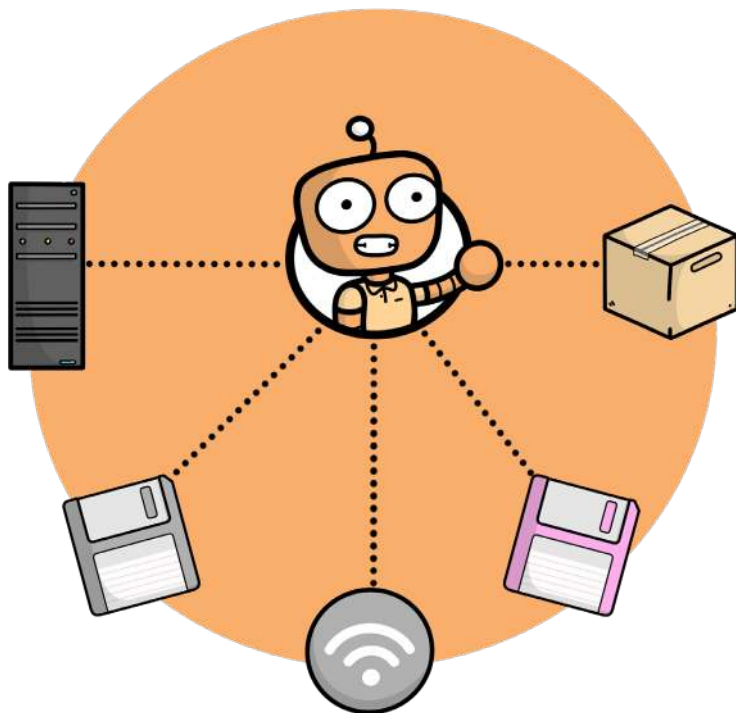
# VLayer SUPPORT

Monitoring all aspects of your virtual system.

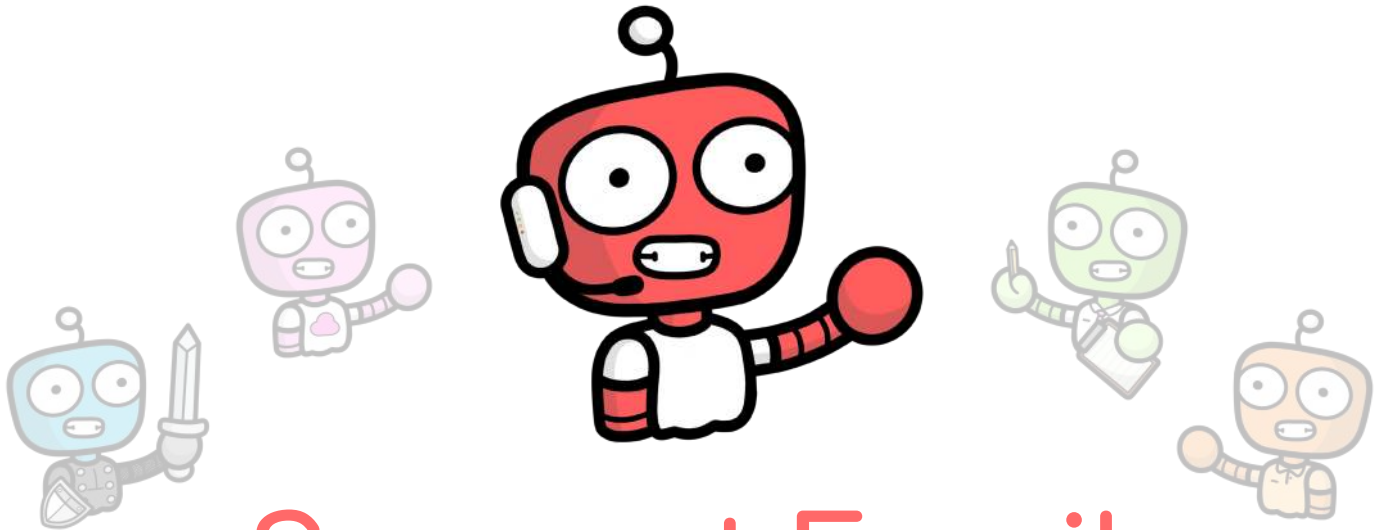
Our VLayer Support service looks after all the major components that makes up a virtual solution. We offer support on the entire virtual layer (VLayer). This includes; the virtual software, host servers, the storage that the solution utilises, backup software and the connectivity.

VLayer Support includes a 24/7/365 monitoring service which detects issues and potential threats hidden deep in the virtual stack. Our virtual solutions team proactively monitors your environment, while providing the best support and expertise, to ensure maximum uptime of your virtual environment.

Support for Virtualised Systems  
Helpdesk Support  
VMware and Microsoft HyperV  
Analysts  
Proactive and Predictive Monitoring  
Scheduled Maintenance  
Hardware Warranty Management  
and Configuration







# Support Family

Your first line of contact for your IT support.

HARDWARE SUPPORT

INTERIM COVER

SERVICE DESK

TROUBLE TICKETS

WEEKEND COVER



Hardware break fix support, backed by our Service Desk.



IT cover for employee absences, holidays or recruitment gaps.



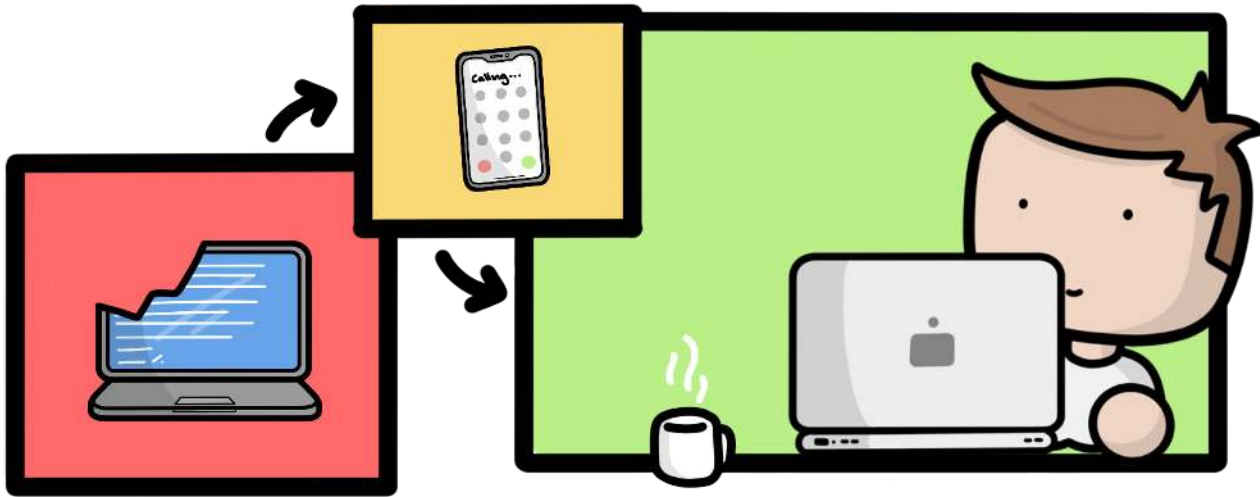
Expert 3rd line support contact team for your IT issues.



Contract free, tailored technical support on your terms.



Tailored IT support, when you need it most.



## HARDWARE SUPPORT

Don't let your hardware be an issue.

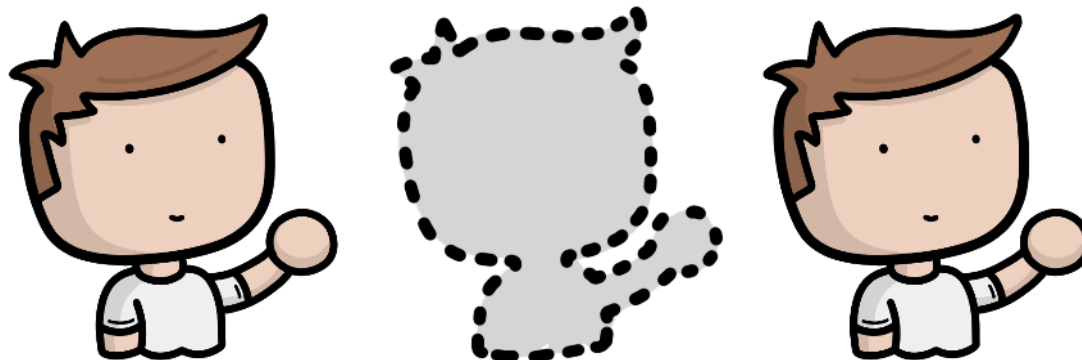
With access to our service desk analysts and on-site technicians your hardware issues are covered. We will investigate the cause of any faults and fix any hardware issues your infrastructure may have.

We know that hardware failure can impact the productivity and continuity of your business. This is why we provide an IT service that has you covered in the event of failure. With over twenty years of experience in the industry, treat us as your single point of contact to manage hardware issues, warranties and support, saving you valuable time and money.

Service Desk Support  
SLAs for Specific Equipment  
24/7 Support Options Available  
ISO27001 Certified Organisation

Expert Consultancy  
Optional Online Portal  
Comprehensive IT Equipment Support





## INTERIM COVER

IT management cover when you need it.

Interim Cover allows you to outsource the management of your IT function to us. Providing you with cover for when you're busiest. Holiday periods can be a stressful time and unexpected absences can leave you short with no time to plan cover. Or perhaps you need your current resources for a separate business project. Whatever the reason, Interim Cover can reduce the pressure and headache by filling shortfalls until you are back to full capacity. Our engineers can provide as much or as little cover as required, for your needs.

- Remote Support
- Onsite Support
- Fills Resource Gaps
- Proactive or Reactive Cover
- No Risk to Productivity
- Reduced Pressure
- Tailored Service
- Out of Hours Cover





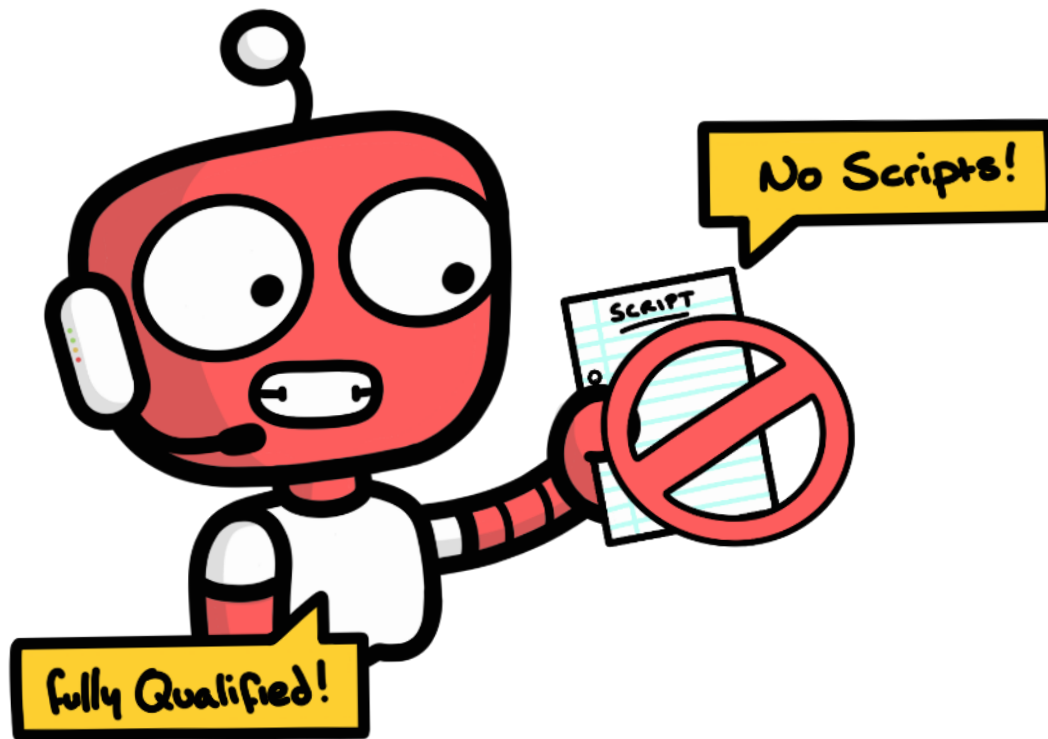
# SERVICE DESK

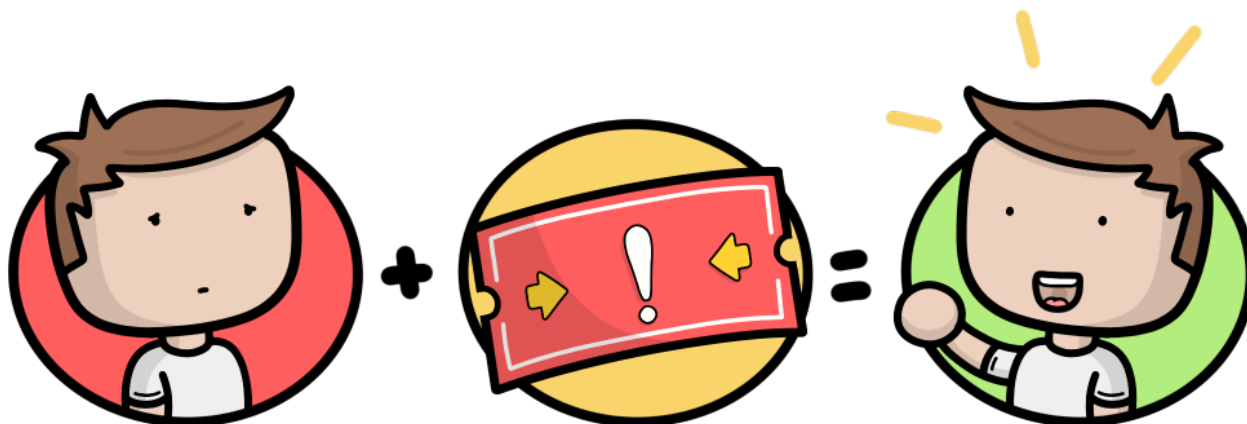
Whatever your IT issue, we're on hand.

Our Service Desk provides you with IT support when you need it. Our team will work fast to solve any IT issues, with the aim of restoring your business back to normal as quickly as possible. You won't be passed around the service desk. Our analysts take ownership of your call and will stay with you until your issue is solved.

All of our engineers are of 3rd line quality and never use call scripts, so regardless of your IT issue we can assist you from your very first call. Having the service desk to hand will reduce the risk of business downtime and put your mind at ease.

- Non-tiered Service Desk
- 3rd Line Quality Engineers
- No Call Scripts
- One Central Point of Contact
- Optional Weekend Cover
- Full Call Logging System
- Works to ITIL Standards & Practices





## TROUBLE TICKETS

### Do you need flexibility?

Our Trouble Tickets service provides you with flexible access to our technical support desk whenever you need it. Simply phone our service desk team when you have an IT problem and our experienced engineers will use our remote support tools to resolve your issues.

You can purchase however many tickets you want. This a great way of sampling what type of support you may need and how frequently you may need it. Purchasing Trouble Tickets in advance is a great way to plan your IT budget and support needs. This service gives you the reassurance and support you need. Whether you require our service temporarily to address a short-term problem or more regularly, we're flexible and will work alongside you to solve your problems.

Access to Manufacturer's Support

Gain Additional IT support

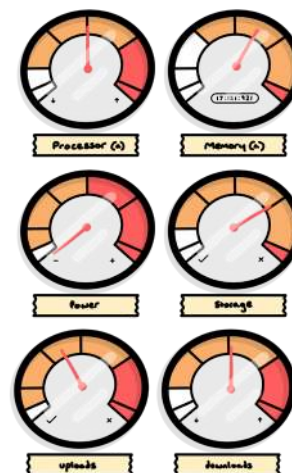
Financially Flexible

No Binding Contract

Only Pay for the Support you Require

Scalable Resourcing

SLA Options Available





# WEEKEND COVER

## WEEKEND COVER

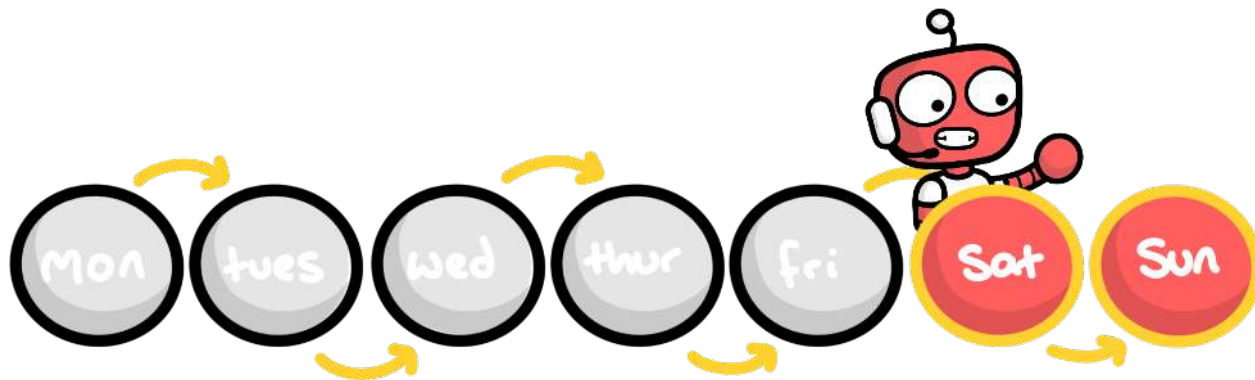
Weekend Cover gives you tailored IT support when you need it most.

We understand that unforeseen things can happen in IT and that's why our engineers don't just work on the typical Monday-Friday rota. Weekend Cover provides you with the peace of mind that your business needs, while ensuring that your IT infrastructure is constantly up and running, even at the weekend.

Outsource your IT infrastructure to us and, should any problems occur during the weekend, we'll be straight on the case. Protecting your IT infrastructure shouldn't be limited to just weekdays, so let's make sure you're covered every day of the week and ensure your productivity doesn't suffer.

Without weekend cover, you could be leaving the doors to your business wide open for things to go wrong. We'll work with you to understand your business. Once we know exactly how you work and what type of cover you require, we'll then be able to tailor your cover to suit your needs and keep your systems running smoothly at the weekends, as well as the weekdays, we have you covered.

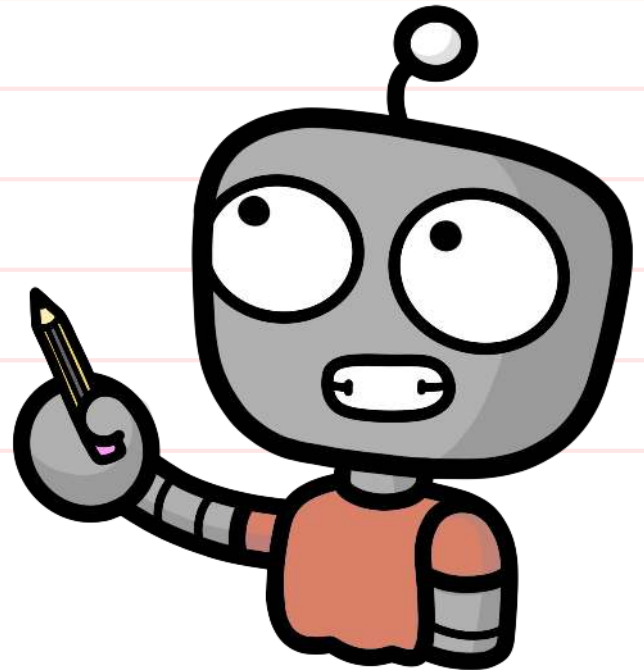
100% Tailored Service  
Flexible Payment Options  
Maintain Core Services  
Keep Systems Running  
Onsite Assistance




# Notes



# Notes





"We've been using PCS for over 5 years. The team always deliver a quick and efficient service. PCS are my 'go to' people, I recommend them to everyone."

**Great Ormond Street Hospital**

"PCS is a seamless part of our internal support. The service we receive is always excellent."

**Bristol Airport**

"PCS are second to none. It's as if they are an extra member of our team."

**National Tyres**

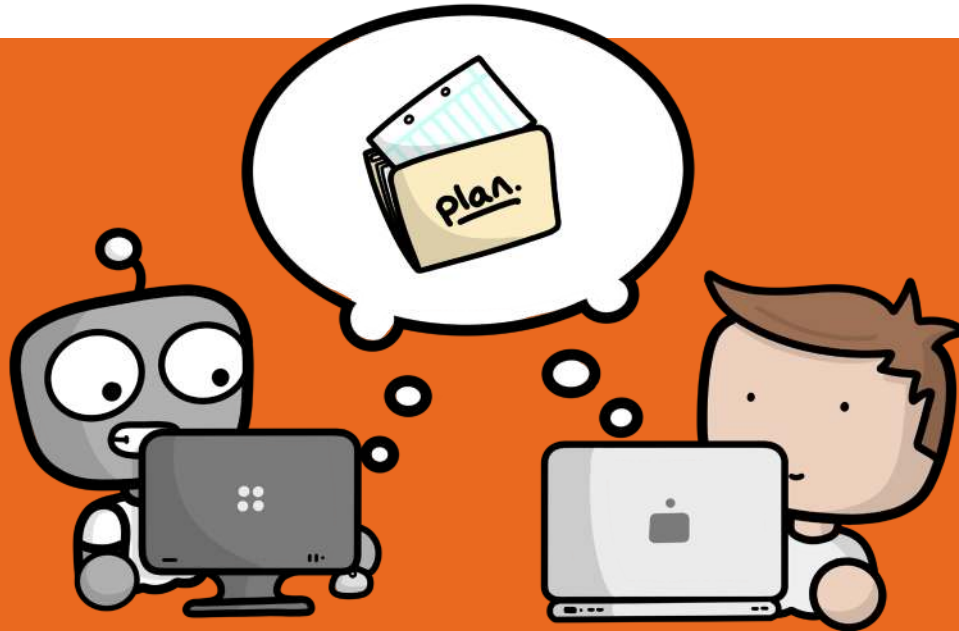
"We've worked with PCS for over 10 years, the team have always been very professional and have always gone above and beyond."

**Marie Curie**

# Let's Work Together

Our managed services are constantly expanding and  
as technology grows, so do IT demands.

So, if you can't find what you're looking for, get in touch, we'd love to hear from you.



Talk to us if you'd like to find out more about who we are  
and how our IT services can take your business to the next level.

08452 41 41 55

[www.pcs-systems.com](http://www.pcs-systems.com)

[ask@pcs-systems.com](mailto:ask@pcs-systems.com)



Starting out as a humble IT support company, PCS have been empowering businesses ever since 1995. Fast forward to today and we now work with over 1200 satisfied customers, offering a range of fully managed IT services to businesses from all over the UK.

That little bit of extra support.

[pcs-systems.com](http://pcs-systems.com)

08452 41 41 55