

# Having issues working from home?



*No matter your tech or creative issues, our remote HelpDesk Team provides one of the most expedient solution service models available!*

*PCL Solutions provides worry-free IT Management and creative advisory services to grow your business and improve time to market.*

## When Application Slowdown Hampers Your Team's Productivity, PCL has you covered!

Downtime or application slowdown impacts bottom line when teams struggle with troubleshooting IT problems efficiently. Ensuring high-performing application and IT infrastructure services is critical to success measured by delivering high availability and reliability.

PCL Solutions understands how important it is to have the right IT performance monitoring solution.

Find out how our application and IT infrastructure monitoring solution delivers an end-to-end monitoring, diagnosis and analytics platform to detect performance anomalies, isolate the root cause, and get actionable insights for troubleshooting in real time.

PCL employs a tailored approach, by studying your frameworks and leveraging our expertise in managed services to maximize your network performance and creative workflows.

### AROUND THE CLOCK REMOTE SYSTEM MONITORING FEATURES

- *Round the clock Automated System Monitoring of mission critical servers*
- *HelpDesk tickets automatically generated when an issue is detected*
- *Real time updates and information issued via email*
- *Full statistical reports and graphs on server functionality, performance, and utilization*
- *Productivity improvements and server bottleneck identification*







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# Technical Support

PCL Solutions offers technical support levels to meet every need. Our secure technical support networks give you peace of mind knowing you have leading industry professionals working with you every step of the way.

All support packages include:

- **PCL HelpDesk:** Our secure customer portal to manage your support tickets and product information
- **Phone and Email Support:** Directly call or email [support@pclsolutions.com](mailto:support@pclsolutions.com) to resolve system issues
- **Emergency Support:** Emergency support for mission critical down systems after hours
- **Remote Support:** Through a secure portal, PCL can access your system to resolve issues remotely
- **Dedicated Support Days:** Can be applied to system upgrades, training or system configurations

PCL SOLUTIONS SUPPORT PACKAGES				
	 <b>BRONZE</b>	 <b>SILVER</b>	 <b>GOLD</b>	 <b>PLATINUM</b>
<b>SUPPORT</b>				
<b>Business Days</b>	Mon.-Fri.	Mon.-Fri.	Mon.-Fri.	7 days a week
<b>Business Hours</b>	9am-5pm (8 hrs)	9am-5pm (8 hrs)	8am-8pm (12 hs)	24 hrs
<b>24/7</b>	⊗	Optional	Optional	☑
<b>Response Time</b>	Same day	4 hours	2 hours	1 hour
<b>Dedicated System Engineer</b>	⊗	Optional	Optional	☑
<b>Ticket Escalation</b>	Best Effort	Priority Level 3	Priority Level 2	Priority Level 1
<b>Support [flex] Days (onsite or remote)*</b>	0 days	2 days	4 days	6 days
<b>MONITORING</b>				
<b>Remote Monitoring</b>	☑	☑	☑	☑
<b>Advanced Monitoring</b>	⊗	Optional	Optional	Optional

*One call does it all!*

## PCL Support Benefits



**One-Stop Shop**  
End-to-end procurement, installation, support, training and hosting all under one roof



**Expertise**  
Experienced PCL support engineers, streamlined deployment and management



**Speed**  
Fast response to all new and updated tickets



**Monitoring**  
Proactive vs. reactive support, ensures reliability and uptime at every level



**Manufacturer Support**  
PCL works directly with manufacturers to resolve issues



**Centralized Support**  
Single point of contact for all support issues to avoid wasted time



**24/7/365**  
Around the clock coverage available



**Security**  
Secure by design