



Infrastructure Management Services (IMS)

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About Us

Established in 1983, PCS is a celebrated Indian IT solutions provider, delivering cutting-edge and innovative solutions that are tailored for your business objectives. With a global presence in over 20 Offices, 30 Service Centers along with 200+ direct point of presence across India, we help you enhance business performance by leveraging proven processes and technology solutions.



Creating Business Value

PCS has decades of experience in delivering unparalleled customer delight through a distinctive business model. Our model functions on :

- **Unique Pro-Customer Approach**

Our client engagement transcends beyond business associations. We consider our clients as our partners, and offer flexible engagement models to create maximum value. Our teams work with you to understand your business goals and requirements, to help you cost-effectively streamline your operational efficiency and productivity, and achieve competitive edge.

At PCS, customer satisfaction is of utmost importance. Leveraging our culture of thought leadership and constructive ideation, we explore unique and novel solutions to ensure we exceed your expectations. A testimony to this is our wide clientele of prestigious Blue-chip and Fortune 500 companies.

- **Global Partnerships for NextGen Solutions**

We believe that two is better than one. This is why we establish long-lasting partnerships with the leaders in the field of technology to keep abreast of the evolving market dynamics and global trends.

Through symbiotic relationships, we ensure that our products and services are cutting-edge, aligned for the next generation market. We understand your challenges and work with you to deliver cost-effective and pragmatic solutions that meet not only your current requirements, but also your future objectives.

- **Quality Excellence**

We believe in achieving highest quality in all our operations and functions. To ensure superior quality in every parameter of our deliverables, we ensure that our business models surpass and create new global industry benchmarks.

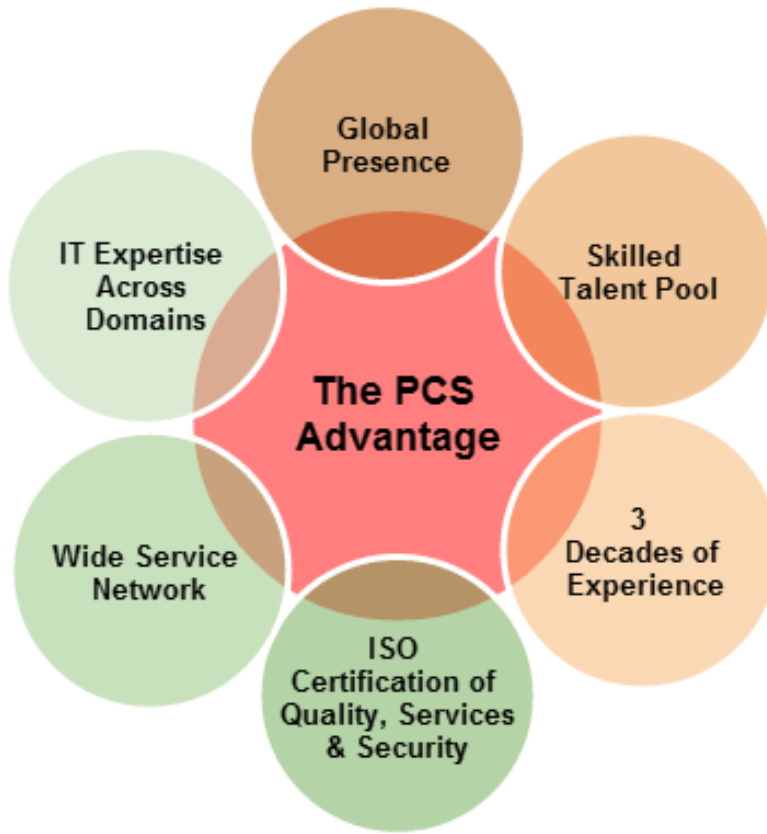
Our processes comply with international best practices such as ITIL (Information Technology Infrastructure Library). In addition, our operations have been ISO certified for excellence in quality, services and security:

- **ISO 20000-1** : IT Service Management
- **ISO 27001** : Information Security
- **ISO 9001:2008** : Quality Management Systems



- **Our Key Strengths**

- Global presence
- Over 3 decades of experience in delivering business-critical, customized, cost-effective solutions
- IT expertise across domains – BFSI, Manufacturing, Media, Retail, Healthcare, Energy, Transportation, etc.
- Wide spectrum of service areas
- Expert talent pool of professional and experienced engineers
- Unmatched Services - ISO 20000-1 Certified
- Robust Information Security – ISO 27001 Certified
- Excellence in Quality – ISO 9001:2008 Certified



Infrastructure Management Services (IMS)

In the era of virtualization, big data and mobility, businesses face a crucial demand for innovative IT environments that are highly responsive and flexible, delivering faster and accurate results.

PCS offers a range of solutions to help you leverage existing IT assets, emerging technologies and new market trends, to design, build, and maintain a secure IT landscape with optimal performance and enhanced efficiencies.

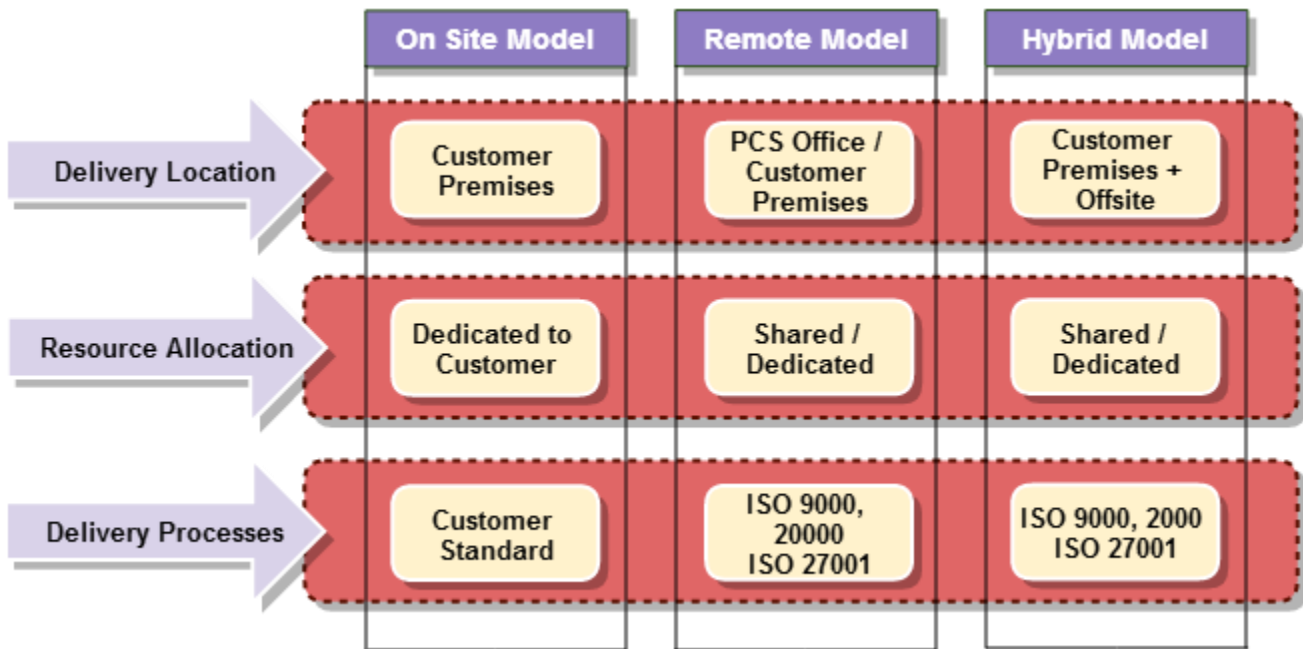
We help you identify and eliminate pain points, variabilize costs and create greater business value. With our **New-Age Infrastructure Management Services (IMS)** and **flexible engagement models**, you can ensure operational excellence, high availability and scalability, thereby maximizing returns on critical IT investments:

Flexible Delivery Model

At PCS, our clients are our partners. We strive towards creating maximum business value by offering flexible delivery models. Through our delivery models, we provide best-in-class Infrastructure Management Services (IMS) to help you streamline operations, reduce costs, mitigate risks and ensure a highly secure and available IT environment.

You can choose a model best suited to your business objectives and requirements:

1. On-Site Model
2. Remote Model
3. Hybrid Model



PCS Flexible Delivery Models

The PCS Advantage:

- Nationwide support network
- Rich talent pool of certified engineers across hardware and software technologies and OEM platforms
- Proven expertise, domain-specific capabilities in managing complex IT infrastructure landscapes
- Unique process-based service delivery approach, for consistent results across locations
- Implementation of international best practices, ITIL (Information Technology Infrastructure Library) for service delivery
- Strong project management skills
- Successful project execution for clients – large corporate organizations and Navratnas (PSUs) of India
- Continuous in-house training to keep abreast of the new technologies

Remote Support Centre

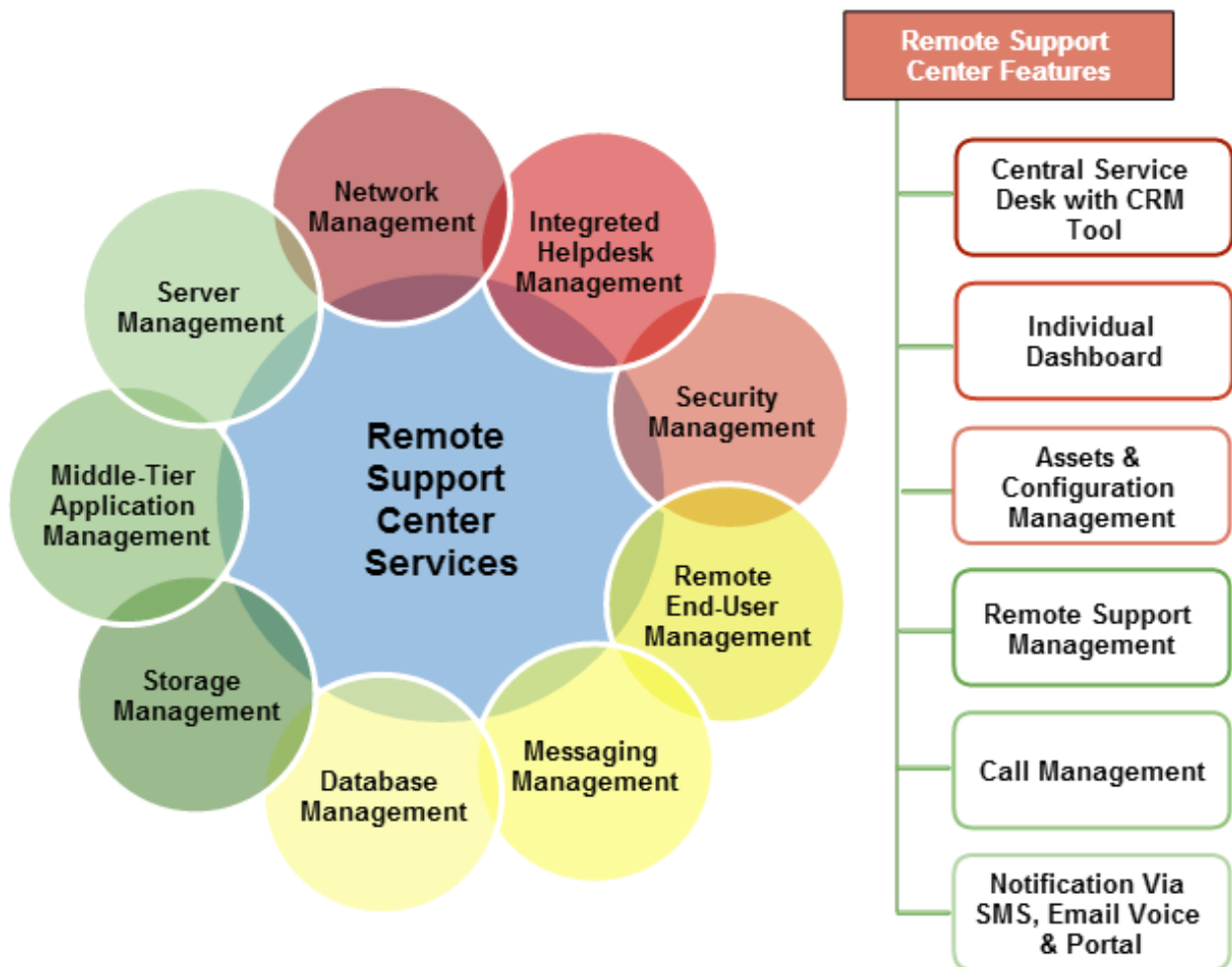
Businesses operate in highly volatile and dynamic environments, posing the need for a robust and streamlined IT infrastructure that delivers efficient as well as cost-effective results.

PCS Remote Support Center provides you the freedom to focus on mission-critical core functions and strategies, while driving operational excellence and cost advantage. We help you effectively monitor, measure, evaluate, and optimize the performance of various elements of your IT landscape.

Our Remote Support Center employs ‘**Detect – Interpret – Notify – Perform**’ approach for every task to create an ‘Operational Bridge’ framework. It features an integrated Unified Service Desk and CRM (Customer Relationship Management) tool to provide a single point of contact for managing work orders.

We also provide an individual dashboard for each customer to monitor and evaluate our services. The built-in escalation matrix allows both horizontal and vertical escalation depending on the nature of the incidents. A unified dashboard is also provided to the service delivery team to evaluate the health of assets managed by each delivery group.

PCS Remote Support Center Services



PCS Remote Support Center Services & Features

The PCS Advantage

- State-of-the-Art Network Operations Center (NOC) for Offshore IT Infrastructure Management Services
- SLA Driven Engagement Models (24x7)
- Deep Dive Analysis & Comprehensive Reporting Capabilities
- ISO 20000 Certified (IT Service Management Standard)
- ISO 27001 Certified (Information Security Standard)

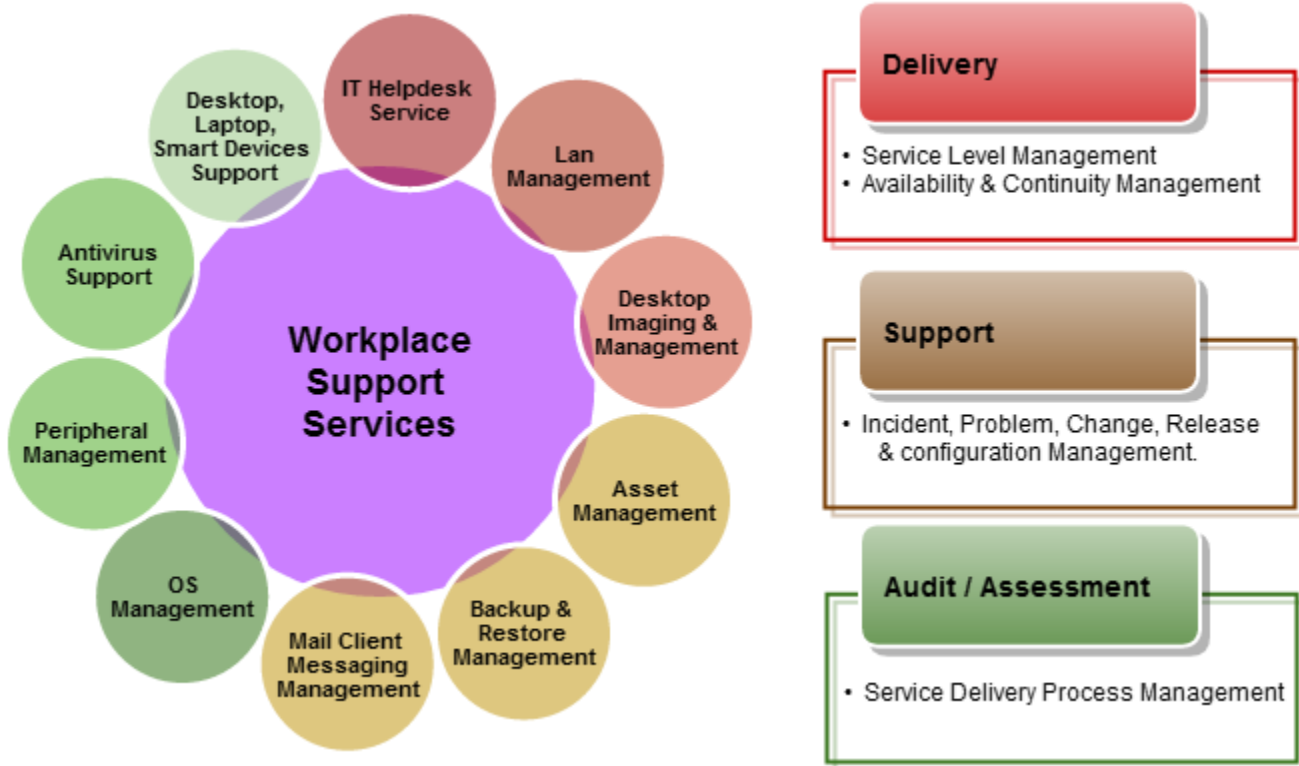
Workplace Support

To keep pace of the modern technology trends, such as cloud computing and Bring Your Own Device (BYOD), there is a need to establish smarter and more collaborative workplace for the NextGen workforce.

PCS offers agile and end-to-end workplace support to help you integrate your workplace with your IT technology strategy. We enable your workforce to deliver high-quality business results, by monitoring, standardizing and optimizing your services for reduced costs and enhanced efficiencies.

Through a user-oriented approach in our workplace support services, we focus on enabling efficient task management and problem solving with respect to the organizational environment.

Our workplace support services ensure that technology is a highly available and uninterrupted background tool that supports your workforce continuously. You can therefore concentrate on consistently creating unmatched business value for your customers, ensuring customer delight.



PCS Workplace Support Services & Service Management Process

The PCS Advantage

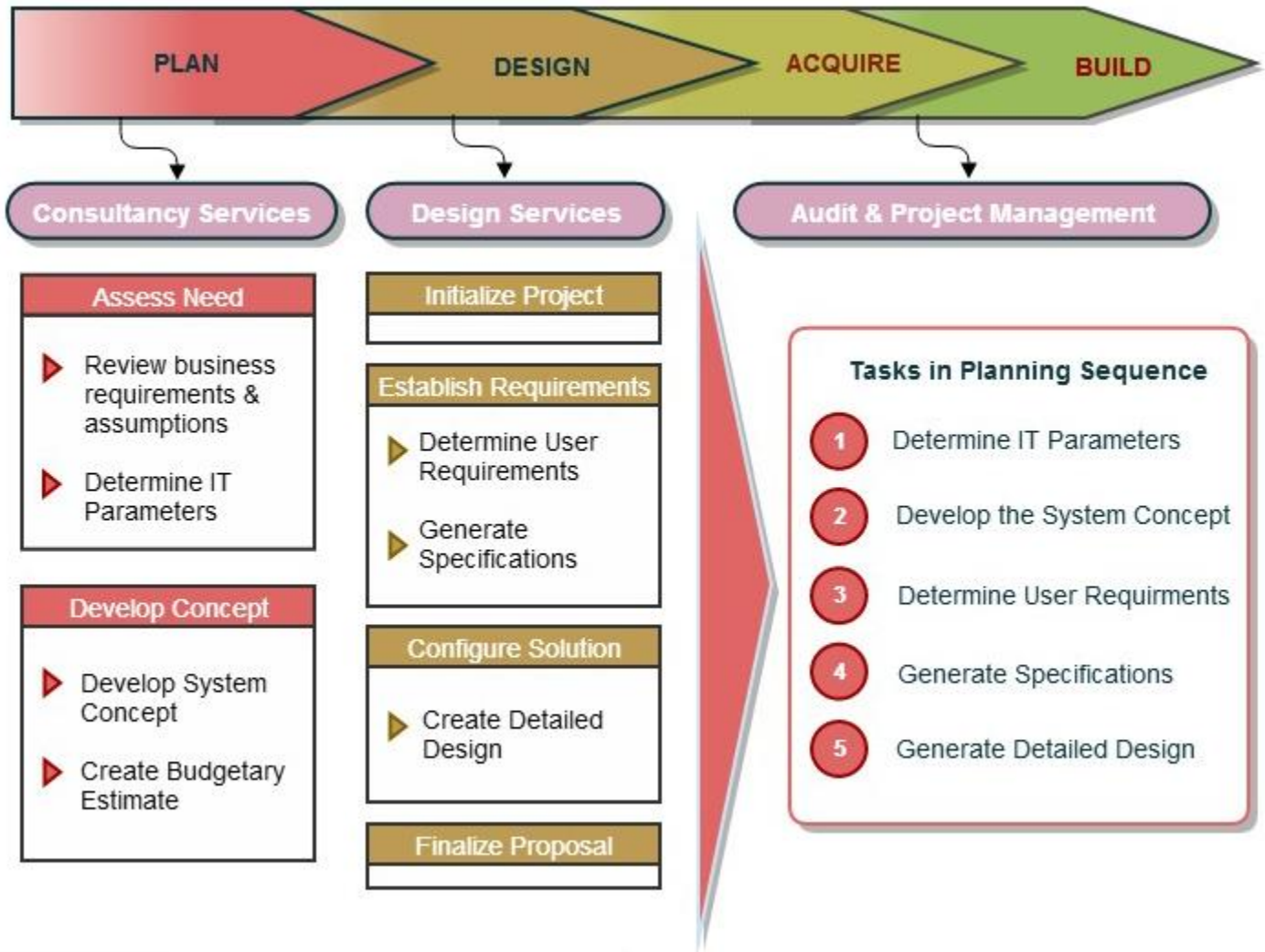
- Agile, Integrated, Comprehensive Workplace Support
- User-Oriented Approach for Prompt Resolution of Issues
- Reduced Costs, Enhanced Efficiency

Data Centre Services

With technology becoming more and more ubiquitous, new-age data centers with innovative designs are the need of the hour.

PCS offers pragmatic Data Center Services to ensure operational excellence, business continuity and enhanced process efficiency. With a focus on optimized performance and high security, we help you design, implement, maintain and audit data center infrastructure, aligned to your business strategies and goals.

With in-depth industry know-how and access to the latest technology, we have designed customized data center solutions for clients across the world. We have rich expertise and experience in designing state-of-the-art data centers and disaster recovery (DR) sites to ensure reliability, agility and resiliency and longer life of your IT infrastructure.



PCS Data Center Services

The PCS Advantage

- Designed & Implemented World-Class Data Center and DR Sites Across the Globe
- In-House Talent Pool with Rich Experience and Proven Expertise
- Access to State-of-the-Art Technology and Modern Industry Trends
- Large Number of Delighted Customers

Managed Maintenance Services

In this era, IT infrastructure is the backbone of every business. Any failure in the equipment, especially unanticipated can lead to significant loss of resources and productivity.

PCS provides comprehensive Managed Maintenance Services to help you ensure uninterrupted productivity, optimized performance and high efficiency.

We provide both preventive and remedial maintenance services, including basic installation, repair, hardware optimization and contract maintenance.

Our service offerings include:

- Installation, hardware optimization
- Preventive maintenance for equipment as per the contract
- Preventive maintenance of critical equipment during shutdown
- Replacement or repairing of parts of equipment
- Centralized spares management
- Equipment carry-in

We have multi-OEM support capabilities to ensure hassle-free services for a broad spectrum of equipment and environments. With our managed maintenance services, you can therefore control and reduce costs, eliminate downtime, and focus on core functions and strategies for gaining a business advantage.

The PCS Advantage

- 1000+ Delighted Customers – from SMBs to Corporate Organizations
- Multi-OEM Support Capabilities
- Wide Geographical Reach for Quick Scalability
- Increased Time-Savings & Cost-Savings

Server and Network Support

Server and network infrastructure is the hub of every organization, storing critical data and supporting everyday activities. Businesses are focusing on strengthening the server and network infrastructure to drive growth and efficiency. However, with newer technologies and diverse locations, managing server and network infrastructure can be challenging.

PCS helps you proactively manage your servers and networks, ensuring reduced downtime, optimized capacity, and high data security.

Our Server and Network Management services reduce energy consumption and capital costs by helping you consolidate existing and underutilized servers and move to hosted/cloud-based model. Be it compliance of server and network management with industry best practices or improving visibility and availability of network activities, PCS helps you eliminate all pain points.

Through the following services, we help you transform your server and network infrastructure into more manageable, resilient, efficient and secure environment:

- Complete Network Protection
- Network Monitoring
- Firewall Management
- Bandwidth Utilization Analysis
- Patch Management
- Anti-Virus & Anti-Spyware Management
- Onsite Support
- Remote Support
- On-Demand Support

With our services, you can maintain and secure your servers and networks, ensuring maximum return on your IT investments.

The PCS Advantage

- Maximized Uptime, Optimized Performance, High Security
- Comprehensive Service Offering
- Domain Expertise
- Reduced Costs & Energy Consumption
- All Pain Points Eliminated
- High ROI

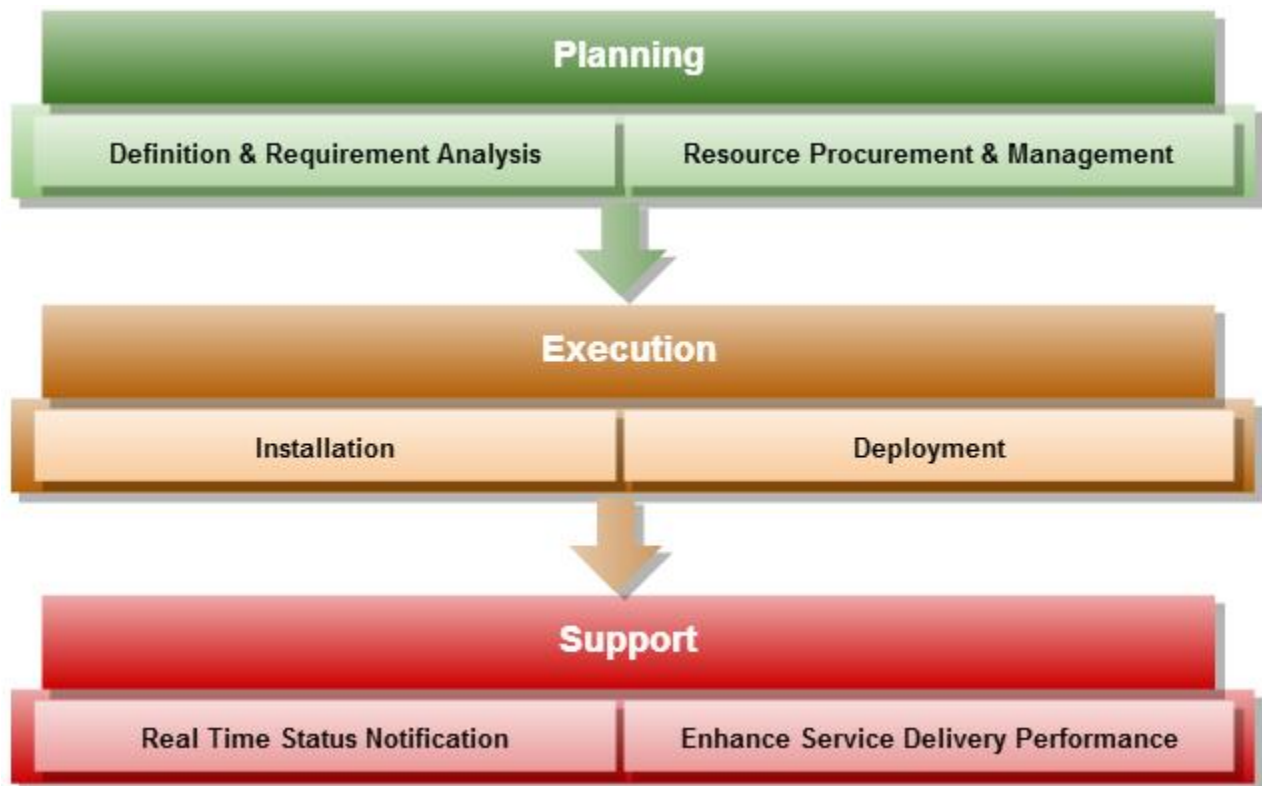
Roll Out & One Time Solutions (ROOT)

To ensure the deployment of infrastructure technology within the specified resources, a strategic technology partner is crucial.

PCS is the technology leader in Roll Out & One-Time (ROOT) Solutions, deploying multi-site, multi-service and multi-technology rollouts for retail, BFSI, Telecom and various other commercial as well as government organizations.

We leverage proven processes and methodologies, and the expertise of our onsite technicians to rollout infrastructure technology on a nationwide scale. From quick and accurate knowledge transfer, to successful installation and support, we provide end-to-end ROOT services.

ROOT Services Approach



PCS ROOT Service Methodology

We have a professional and dedicated ROOT Services team, ensuring seamless coordination of myriad functions, from needs analysis and planning to pilot and execution. We ensure that all the contract and project requirements are met, by using structured approach and rapid deployment timeframes.

Our team provides support even after deployment of the rollouts, employing well-defined processes for high-quality project performance.

The PCS Advantage

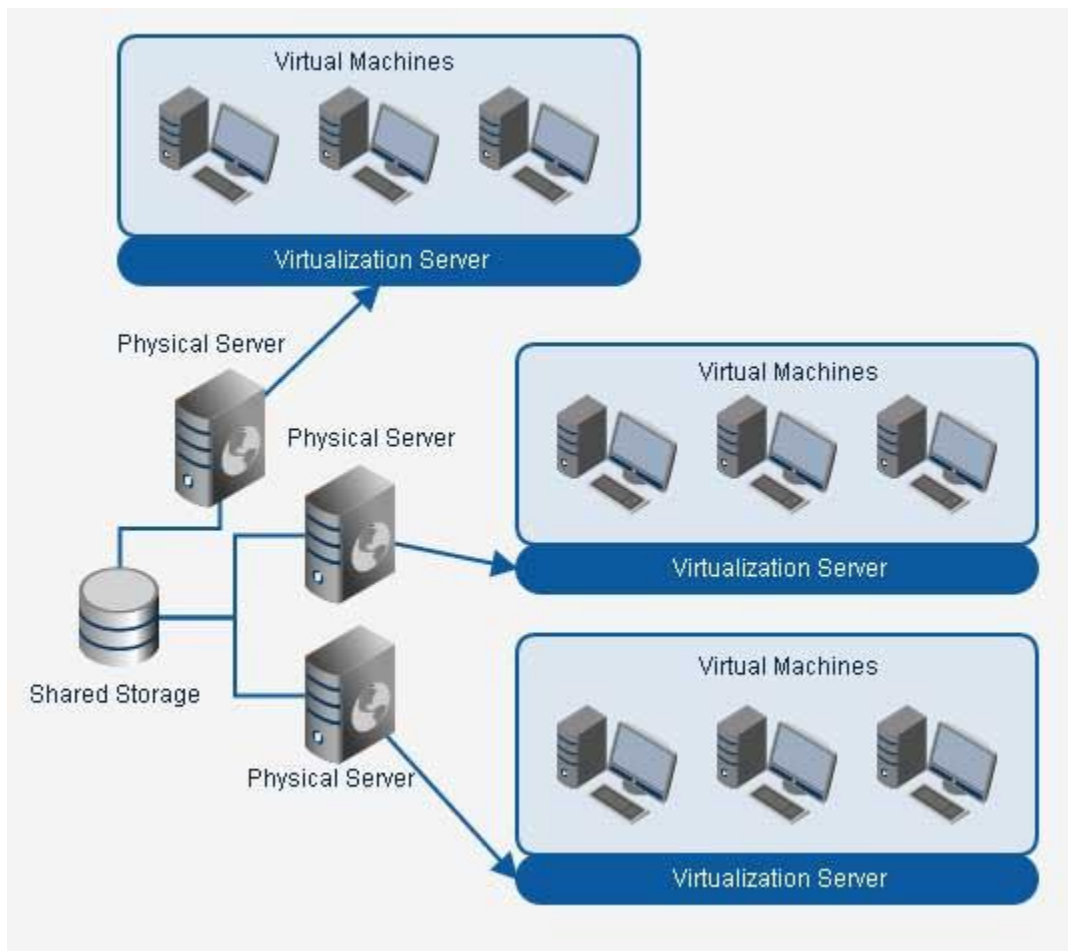
- 100% Customer Satisfaction
- PCS ROOT Services Team – Single-Source for Multi-Site, Multi-Service, Multi-Technology Rollouts
- Reduced Costs, Accelerated Project Deployment
- Flexible & Scalable, Nationwide Rollouts
- On-Time, On-Budget Delivery Every Time
- Real-Time Status Reporting
- In-Process Quality Control

Virtualisation Solutions

With the advent of cloud computing, businesses are transforming their infrastructure to virtual environments to streamline operations and enhance efficiencies.

PCS leverages its rich expertise and domain knowledge to help you virtualize your IT infrastructure. We offer comprehensive Virtualization Solutions that eliminate pain points, mitigate risks, and reduce costs.

We have a dedicated team of professionals with in-depth knowledge in industry standards and best practices. Our team ensures stringent compliance to international guidelines for maximized performance.



PCS Virtualization Services

We offer the following virtualization services:

- Server Virtualization
- Desktop Virtualization
- Storage Virtualization
- Operating System-Level Virtualization
- Network Virtualization

With our virtualization services, you can ensure a more centralized, efficient and secure client environment. This enables you to enhance responsiveness to changes in requirements, and gain a competitive edge.

The PCS Advantage

- Comprehensive Virtualization Services
- Dedicated Team of Professionals
- Enhanced Efficiency, Security, Responsiveness
- ISO 20000 Certified (IT Service Management Standard)
- ISO 27001 Certified (Information Security Standard)