

PC Corp Managed Services



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1. Managed Services – An Introduction

What is Managed Services?

The definition of **Managed IT Services** is rather on the nose: It means **entrusting the IT requirements and services of your business to a managed services provider**. (*Hey, that's us!*)

The managed service provider assumes an ongoing responsibility for the 24-hour monitoring, maintenance, and the overall health of your IT environment to proactively ensure that it is operating, in current state, at its most stable and secure.

In Today's Rapidly Changing World Old-School 'break-fix' mentality is no longer cutting it.



In this era of exponential technological growth and change, technology is simply to critical to business success, and small-to-medium businesses cannot afford the risk of downtime and its impact on **profit, productivity, reputation, and trust**.



According to Gartner, the average cost of downtime across all industries is **\$5,600 per minute**, and every time you are interrupted, it takes on average **23 minutes** to reengage with your prior task.



Canadian businesses, just like yours, are exponentially increasing their reliance on technology, and as this ever changing landscape becomes more and more complex, so do the resources required to maintain it. Keeping up-to-date with these changes can be easily overwhelming to a business with limited IT resources or expertise.



If you fall behind on any facet of IT, such as patch management, security, or the integrity of the backups of your data, it drastically increases the likelihood you will suffer downtime and massive disruption to your business.



If your email server, website, internal network, customer relationship or accounting software were to go down, how much would that impact your ability to function and make a profit, and **what would your customers think?**



This is what makes managed services so effective--you can **mitigate risk, reduce costs, and increase productivity** by leveraging highly trained experts that eat, sleep, and breathe IT and ensuring that whenever possible, issues are proactively uncovered and resolved before daunting, damaging downtime rears its ugly head.



At PC Corp, we like to think of our approach to managed services like a mighty trident armed with three key points: **Centralized Services, Client Support Services** and our **virtual CIO experience**. Combined, they ensure **optimal environmental stability**, and with our **vCIO experience**, IT **elevates business**.

2. Our Approach to Managed Services

Managed Service can be broken up into three key areas of focus: **Centralized Services, Client Support Services**, and our **vCIO** experience that work in tandem to ensure optimal stability in our clients' IT environments.

The Team

The Managed Services Team delivers these three key areas by operating in a highly dynamic, nimble and collaborative atmosphere with several layers fulfilling a specific purpose. These layers include:



Network Operations Centre (NOC)

The first layer of our managed Services Team is our Network Operations Centre. The NOC monitors client networks 24/7 like an always alert and watching guard dog. Any whiff of unusual activity gets reported back to the team to be analyzed and acted upon when needed. Centralized services are delivered through this area.



Virtual Chief Information Officer Experience

The business requirements of a client should dictate the direction and decisions around their technology; it is the responsibility of this layer to know these requirements, understand client objectives, their challenges and culture so that we can manage and maintain the environment in its optimal state. Technology steering and strategic planning, alignment of business objective to risk, opex and capex budgeting, project planning, and regular business reviews are all activities performed at this layer.



ServiceDesk

PC Corp's ServiceDesk is our friendly unified center of contact that facilitates technical assistance between clients and PC Corp's Managed Services team. One call, email or ticket into our Client Access Portal is all it takes to reach us. The ServiceDesk conducts the symphony of communications and technical resources, always keeping a watchful eye on the status and progress of tickets, and maintaining the flow of work.



Client Support Team

Whether it is due to complexity of a given issue or whether on-site presence is required, PC Corp's Client Support Team takes the responsibility of ensuring tickets are addressed, escalations are actioned and a plan of attack is formulated to resolve the specific issue.



Practice Standards Development Team

This team is regularly assessing, analyzing, and vetting new tools, products and processes to ensure that standards are create and aligned across all of our clients. These technical standards approved and outlined by this team ensures reliable business continuity and reliability by enduring that best practices are created and followed.



Professional Services Team (Projects)

The Professional Services team engages and consults with our clients on projects ranging from the simple to the complex. The vast knowledge, experience, and expertise of this layer assists in the discover and development of innovative IT solutions.

Centralized Services


Managed by our ever-watchful **NOC** (Network Operations Centre), **Centralized Services** represents the robust 24/7/365 monitoring alongside the routine and scheduled maintenance of your network. Our 24/7/365 monitoring capability is like an always alert, always watching guard dog that never eats or requires sleep. Any whiff of unusual activity gets reported immediately to **ServiceDesk** for action if anomalies are detected.

Activities performed by the Centralized Services layer, at a high level, are listed below:



Advanced Device and Performance Monitoring <i>Windows Servers, Windows Workstations/Laptops, Network Printers, Network Attached Storage, UPS and the monitoring of Site connectivity.</i>	Advanced Services Monitoring <i>Including services like Hyper-V, Active Directory and Microsoft Exchange.</i>
Back-up services, Monitoring and Maintenance	Scheduled Workstation Preventative Maintenance
Microsoft and Select Third Party Patch Management <i>Acrobat Reader, Flash, Google Chrome, and more</i>	Antivirus Deployment and Monitoring <i>Anti-Malware, Behavioural Analysis, Network Scan, Content Control, Anti-Phishing, End-Point Firewall</i>
Email Anti-Spam Security	Automated Remediation of Monitored Alerts
Microsoft 365 Service, Subscription, and Directory Sync Monitoring	Expiry Monitoring for Service and Workstation Warranties, SSL Certificates and Domains



During work hours, our ever-diligent **NOC** adheres to a strict schedule of maintenance activities, with specific tasks occurring daily, weekly, and monthly. Some of these tasks include:

-  Client Portal Queue & Inbox Monitoring
-  Backup Monitoring & Monthly Test Restores
-  Patch Approvals
-  UPS Battery Testing
-  SSL & Domain Expiry Monitoring

Through the **night**, the **NOC** checks for:

-  First and Third Party Software Updates
-  Implements Security & Utility Updates
-  Saves & Ensures Backup of Data
-  Analyzes and reports performance of network.



Client Support Services

Client Support Services encapsulates all client-specific activity that falls outside the scope of the monitoring and maintenance of our **Centralized Services**.

These are facilitated by the **Client Support Team** which is separated into **Tiers I, II, and III**, each tier having its own area of focus and level of expertise.

For the remediation of an alert, when you submit a ticket for support assistance, it gets filtered to the appropriate tier depending on the complexity or skill required to complete the request, either remotely or onsite.

For **Client Support Services**, PC Corp has defined the following **ServiceDesk** severity rankings and business hour response times:

Critical

A large number of staff are affected and/or not able to do their job and the work cannot be completed by staff is highly time sensitive.

Initial Response Time: 15 minutes for acknowledgement, initial activity and underway service.

Expected Time to Resolution: Continued efforts from initial response. Resolution to be determined by the nature of the event.

15 minutes

High

A small number of staff are affected but there is a temporary work-around, so productivity is not affected severely.

Initial Response Time: 30 minutes for acknowledgement, initial activity and underway service.

Expected Time to Resolution: Continued efforts from initial response. Resolution to be determined by the nature of the event.

30 minutes

Medium

A small number of staff are affected but there is a temporary work-around, so productivity is not affected severely.

Initial Response Time: <4 hours

Expected Time to Resolution: Determined by nature of event.

< 4 hours

Low

A very small number of staff are affected but the impact to productivity is minimal. Issues tend to be more of an inconvenience rather than influencing productivity.

Initial Response Time: <16 hours

Expected Time to Resolution: Determined by nature of event.

< 16 hours

Virtual Chief Information Officer Experience

Your **Executive Account Manager** will be in regular communication with you regarding the status of your environment and all things IT. As a joint collaboration between your EAM, your **account management** team and various representatives from the technical team, you will be kept apprised of directions as well as the latest trends and changes in our industry so you can make decisions about the future of your business environment.

On a quarterly basis your account management team will craft and deliver a **Pulse Report** that provides an effective, ongoing, easy-to-digest analysis regarding the health of your network and overall environment. Any errors, anomalies, or items of interest that our humans or tools detect from the previous two months will be reported on, and if applicable, recommended solutions will be provided.

On a monthly basis, your **Executive Account Manager** and your assigned technical resource will sit down with you to conduct a **Client Business Review**, a thorough, holistic, and strategic oriented discussion centered on the nature of your environment, and how to improve business outcomes.

Topics of discussion include: **satisfaction, road-mapping, budgets, short and long-term goals** that are specific to your needs.

An status document will be prepared in advance and reports on critical aspects of your environment that will be discussed. These may include:

 **Business Service Availability**

 **Network Reliability**

 **Asset Management**

 **Hardware Performance**

 **Security Monitoring**

 **Technology Planning**

 **Data Protection**

 **Technology Budgeting**

 **Technology Standards**

 **Business Risk**

Your Onboarding Journey

Onboarding is a detailed process which is documented in a technical 15-page Client Onboarding document allowing environmental intelligence to be obtained via several questionnaires and automated network software probes.

To ensure our integrity and our mutual protection, a non-disclosure agreement is first presented and signed via Citrix RightSignature, our secure e-signature platform.

Individual tasks are then identified, responsibilities assigned, and accomplishments signed off.

The document contains the following high-level deliverables:



Document environment



Identify non-standard configurations



Apply configuration changes that can be effectively done during onboarding.



List remediation projects.



Prepare & communicate for ongoing management.

3. The PC Corp Difference



Trusted

We've been empowering and earning the trust of Canadian businesses and organizations for 37 years and counting. The term 'personal computer' was only seven years old when we first opened our doors. Technology is our passion.



Experienced & All Encompassing

Say goodbye to the lone IT guy. We have an all-encompassing team made up of highly trained professionals that have the skills and experience needed to deliver best-in-class IT.



To Us, IT is Personal

We are a 'personal' computing company, and truly live to serve our clients. We value long term relationships above all else, and that starts with a solid foundation of communication and trust.



Stellar Support Comes Standard

For all of our Managed Services clients, we adhere to strict SLA (service level agreement) standards, with guaranteed response time levels.



Crystal Clear Business Communication

Through our quarterly pulse reports, business reviews, and dedicated Executive Account Manager, you are always kept in the know. You will also receive clear and concise communication from technical resources through our ticketing system. Ticket documentation can be generated via reports for analysis and insight.



Fully Flexible

Our Managed Services agreements are billed per device, and devices can be added or removed at your request, ensuring you are only charged for what is actively being monitored. No penalties, no long-term commitments, it's always about you.



Serious About Security

By the end of 2016, ransomware delivered by email grew over 97 percent.

Every 40 seconds in 2019, a company is hit with ransomware, up from every two minutes in 2016, and 67% of all attacks now occurring against SMBs.

We understand this reality, and combine the latest technologies, products, and design all of our processes and standards with the strictest security standards to mitigate the risk these advanced threats pose.



Made in Alberta

Ever since our doors have opened in 1982, we have been proud to be a homegrown Alberta based company with offices located in both Edmonton and Calgary. We constantly give back to the communities we serve through volunteer and charity efforts.

4. Auxiliary Services: Professional & Project Services

Experience and Expertise When You Need IT.

From simple to complex consulting engagements, our Professional Services team bring their knowledge, experience, and expertise to your organization to assist in the discovery and development of innovative solutions for your IT environment.



Virtualization



Network Assessments & Roadmaps



Messaging and Collaboration



Remote Access



Computing Infrastructure Services



Security Reviews and Remediation



Mobile Device Management



Lifecycle Management

**For more information regarding our Professional and Project Services
please contact your PC Corp account manager.**

5. Auxiliary Services: Procurement

We are your trusted advisor in right-sizing technology solutions that meet your needs and budget.

Built to deliver to enterprise and public sector, the procurement team fulfills orders for tens of thousands of technology devices managing complex procurement requirements including enterprise class hardware consulting and implementations, multi-site deployments, inventorying, international deliveries, imaging and emergency sourcing.

By partnering strategically with our vendors, we can maneuver through the everchanging technologies, as well as purchasing and pricing programs, ensuring we are well positioned to obtain the better solutions at the better price for our clients. We have chosen specific enterprise quality brands to ensure that our expertise is sharply focused and our knowledge and ability to support is second to none. Our team is mandated to focus on training to acquire the technical knowledge required to sell and support the IT solutions and products we sell. This, in turn, maximizes the returns on the client's investments.



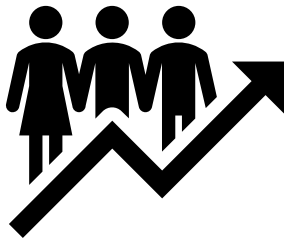
For more information regarding our Procurement Services
please contact your PC Corp account manager.

6. Auxiliary Services: End-User and Certification Training

With today's constantly changing and evolving landscape of the workforce, Canada's Top 100 Employers scores Training & Development as one of their top eight (8) metrics when ranking the overall score and success of Canadian businesses. **The workforce of today believes in training for tomorrow.**

In collaboration with the University of Alberta and other industry-delivered, vendor-accredited training centres, PC Corp can provide you and your business with a breadth of specialized training that is tailored to your team.

- ✔ End-user Training on Workplace Software
- ✔ Certification Training - IT Products and Certifications
- ✔ Individual or Dedicated Group Training
- ✔ Live Instruction via Virtual or Classroom



A well-trained workforce reflects increased productivity and quality of work, empowers the organization to adapt to change, allocates opportunity for growth and positions your business with competitive advantage.



For more information regarding our End-User and Certification Training packages please contact your PC Corp account manager.



Individually Strong. Collectively Extraordinary.

"Being on the [TXA] council is one of the most important things I've done in my career. It's about understanding the industry better, sharing best practices with people and finding new ways of partnering. ... with no egos, no personal goals, it's about helping the entire [I.T.] community."

Jeffrey Jansen, President - Trust X Alliance, Canada

PC Corp, Executive Account Manager | Vendor Relationship Officer

PC Corp Commitment to Trust X Alliance Values

PC Corp has been an active member of **Trust X Alliance (TXA)** for over 18 years. Today, we are part of the TXA *leadership* team with relationships that run deep through the organization. TXA brings together IT providers from across North America and Europe, 300+ at last count. As a group, we pool our knowledge, share our experiences, and help each other solve problems. By moving as one through the vast and everchanging landscape that is technology, we're more agile, more capable, and more successful. Our long-term belief the TXA community of IT providers stems from being witness to the incredible results that are achieved when we come together to work towards the single goal of 'making IT easy' for our clients.

Our long-standing membership gives us the depth and breadth of resources of a large international organization, while you, our client, receive the flexibility and dedication of a smaller IT Partner.

Delivering True Business Value

A recent IDC study, conducted among customers, finds that, by the nature of the community, TXA members are very well positioned to help organizations make the right technology decisions. With certifications in the latest technologies and deep industry and technical expertise, members earn client respect and confidence. They are viewed as true partners.

TXA Community Extends Beyond Partnering

The Trust X Alliance commitment extends far beyond our industry. We give back to the communities where we live, believing that technology and IT companies can help improve people's lives and address today's important issues. Over the last five years, TXA has helped raise over \$400,000 USD supporting charities in the respective communities. These include, in Alberta, Ronald McDonald House, Ft. McMurray - Red Cross Relief and various children & women's educational and support foundations.



EXCLUSIVE. EXTENSIVE. EXCEPTIONAL. EXPERIENCED.
www.trustxalliance.com



Questions? We're here to help.

We've heard them all. Just ask.

Should you have any questions or require more information pertaining to any of the information in this document, please do not hesitate to reach out to your Executive Account Manger or to our ServiceDesk via e-mail at **ServiceDesk@pccorp.com**



How are we doing?

Gold star or no stars, we want to hear about it!

We would greatly appreciate it if you visited **www.pccorp.com/review** and submit a Google review regarding your experience with us. Your feedback contributes to our ever evolving and improving client service and support and **it will only take a minute or two to complete. Promise!**



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