



# At the Core: IT Service Management Solutions

## » Industry Best Practices for Best-in-Class Solutions

We can provide the staff and services to bring your organization best-in-class support and operations. By outsourcing specific IT operational functions while keeping IT resources on-site, you can balance strategic IT initiatives with day-to-day operations. Our ITIL-certified\* implementation and project management team will work with your organization to discover process improvements, define IT services, and target ITIL service management standards to maximize your IT budget, resources, and service offerings.

**WebSPOC.** IT Service Management Solutions start with WebSPOC®, our single-point-of-contact software solution. WebSPOC leverages industry-leading methodologies and ITIL best practices to centralize the management of people and processes—aligning them with the strategic initiatives of your business. WebSPOC adapts to changes and reduces cycle times by proactively managing service level agreements, streamlining communications, and providing control and visibility into your projects.

» Turn the page for more information about our **Dedicated On-Site Managed Service Desk** and **Dedicated On-Site Infrastructure Management Solutions**.

### IT Service Management Solutions



Dedicated On-Site Managed Service Desk



Dedicated On-Site Infrastructure Management

\*ITIL stands for IT Infrastructure Library. It is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practices for the identification, planning, delivery, and support of IT services.

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solving IT one customer at a time™

**PC Connection®**

**Call your Account Manager for more information about IT Service Management Solutions.**



IT services dramatically affect the accuracy and timeliness of business operations. IT Service Management (ITSM) helps you align your service management strategy with compliance standards and business requirements—creating an environment that is proactive instead of reactive.



### Dedicated On-Site Managed Service Desk

The ITIL foundation of service management has made a huge impact on organizations wanting a professionally staffed single-point-of-contact environment. Regulatory compliance and the increased need for IT to operate like a profitable business require service management disciplines that reduce costs, increase accountability of service providers, and mitigate business risks.

Our staff members are ITIL certified and can assess your process management IT delivery model, evaluating if it aligns with the strategic, tactical, and governance objectives of your organization.



### Dedicated On-Site Infrastructure Management

The complete end-to-end planning and maintenance of an organization's technology assets and IT lifecycle becomes increasingly challenging with budget and staffing limitations, especially with the added demands of generating value through the IT infrastructure. By allowing us to perform certain labor-intensive tasks, your IT staff can concentrate on higher-level functions essential to your technology infrastructure.

Our experienced technicians are specially trained and certified to maintain pace with ever-changing and constantly evolving technologies. We will station certified technicians and engineers at client locations on a full-time basis to manage lifecycle services including:

- Refresh management
- Installation
- Moves
- Deskside support
- Hot-swap program
- Mission-critical support
- Staffing
- Managed services