



## Our Expertise

PC Connection offers a contemporary IT Service Management (ITSM) model, which includes service desk offerings, IT staffing, remote infrastructure management, and lifecycle services. Technology deployments, refresh/upgrades, move/add/change, maintenance, management, and disposal services are available as projects or as ongoing managed services. We also maintain configuration and depot services for network and end-user assets. Our robust Project Management Office and IT Infrastructure Library (ITIL) foundation ensures operational excellence throughout every engagement. With more than 97% of U.S. zip codes available for field services, support locations, and service desk operations nationwide, we are ready to provide service anytime, anywhere.

OUR MISSION IS TO CONNECT PEOPLE WITH TECHNOLOGY THAT:  
Enhances growth » Elevates productivity » Empowers innovation

### IT Service Management

Relevant forces such as aggressive application adoption, rapidly evolving infrastructure, end-user sophistication, and IT functions at the business unit level increase constraints on IT. The resulting adverse effects include the inability to sustain governance, difficulties safeguarding infrastructure, and challenges to maintain service level agreements. However, if you evolve service desk operations to an ITSM framework—including remote infrastructure management, provisioning, and asset management solutions—you gain a first line of defense to reclaim consistent support and visibility. Our single point of contact ITSM framework has proven successful for many IT leaders. As a national IT solutions provider, PC Connection will function as an extension of your IT department to deliver the ITSM Solutions that give you a measurable advantage.

Our team offers decades of experience through comprehensive, yet flexible, services:

- Service Desk
- Maintenance
- Asset Management
- IMAC
- Remote Management

### Technology Deployments

As a qualified extension of your IT department, we deliver lifecycle services from the data center to the desktop, nationwide. Solutions range from complete ITSM services to modular lifecycle functions, as required.

Services can be executed on a per project basis or as an ongoing managed service in a very customizable and agile framework.

Services span:

- Configuration
- Logistics
- Refreshes
- Upgrades
- Installation
- Maintenance
- Disposal

### IT Staffing Services

Hiring top IT talent is a crucial ingredient in your organization's success. Finding those individuals quickly saves time and money. PC Connection offers a full range of Technology Staffing Services to fit every organization and environment. Our experienced staffing experts can help you recruit the best candidates for any project and any timeline. With our Contract-to-Hire Staffing Service, organizations gain the freedom to make hiring decisions with confidence. Our recruitment team works with your hiring managers to identify the skills, traits, and experience your organization requires, and then we find the best candidates for the job.

Our offerings include:

- Contract
- Contract-to-Hire
- Direct Hire
- Payrolling Services

We can provide the expertise you need to remain productive, and focused on your job—without the wait, costs, or risks of traditional hiring.

## Our Lifecycle Services Delivery Model Is Your Foundation for Success:

### Proven Solutions—

Reliable, measurable, and flexible services throughout the engagement process

### Win-Win Approach—

The most flexible approach to solving IT needs and ensuring ongoing operational excellence

### Fully Integrated Offerings—

From discrete lifecycle projects to ongoing deliverables to managed service level agreements including service desk, asset management, refresh cycles, and remote infrastructure management

### Project Management—

Onboarding support, lifecycle implementation, and steady state operations in conjunction with service delivery teams

### Service Delivery Support—

Highly effective service accountability, ongoing service execution, and continuous improvement

### Full Suite of Services—

Extensive consulting, engineering, process improvement resources, and customer advocacy to leverage optimal client outcomes and customer satisfaction

### WebSPOC™—This ITIL certified

incident management system includes asset management, problem management, contract management, configuration management database, and overall ITSM framework

# Solve Your IT Challenges with a Trusted Technology Partner

With a reliable IT partner on your side, you can turn challenges into opportunities. A partnership with PC Connection will deliver value through in-depth expertise, savings, and outstanding service.

The IT marketplace is full of companies who claim to be different. Our experts can show you the PC Connection difference.

**2000+**  
Employees

**700+**  
Account  
Managers

**10 Years**  
Average Tenure

**475+**  
Engineering,  
Services, and  
Technical Staff

**THE  
TEAM**

**30,000**  
Hours of Training  
Annually

**2500+**  
Professional  
Certifications

**Hundreds**  
of Training Hours  
Per Engineer  
Every Year

**THE  
EXPERTISE**

**1600+**  
Technology  
Partners

**279,000**  
IT Products  
Available

**200,000+**  
Custom  
Configurations  
Completed  
Every Year  
and Growing

**THE  
BUYING  
POWER**



**PC Connection**™ | we solve IT™

To learn more about our services available to support your IT projects, contact a dedicated Account Manager or visit [www.pconnection.com/Services](http://www.pconnection.com/Services)

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