



# Connect with Experts

## About Lifecycle Practices

IT organizations often support mobile workers, distributed locations, and complex environments while adhering to rigorous governance and compliance with full accountability. As infrastructure becomes more complex and user demands increase, IT is challenged to maintain pace with today's rate of change. Additionally, the consumerization of technology products makes it difficult to govern and safeguard any infrastructure. As a result, many organizations are looking for an IT partner to assist in establishing contemporary IT operational methods using lifecycle services and solutions.

PC Connection, Inc. can help you solve those challenges and get the most value out of your technology by reducing costs, strengthening security, and improving service levels.

Call an Account Manager to learn more today. 1.800.800.0014

or visit [www.pcconnection.com/lifecycle](http://www.pcconnection.com/lifecycle)

## RICHARD EMIL

### Lifecycle Practice Director



WITH MORE THAN 20 YEARS OF TECHNOLOGY EXPERIENCE, RICHARD'S LIFECYCLE EXPERTISE INCLUDES:

- Managed Services
- Lifecycle Services
- Program and Project Management
- Infrastructure Management
- IT Service Operations
- Process Improvement and Operational Excellence

Richard holds a Bachelor of Science, Business Administration, and Finance from California State, Long Beach, CA.

#### ADVICE:

To deal with this complexity, it helps to find a partner that can function as an extension of your IT department to deliver services through every stage of your technology lifecycle:

- Service Desk
- Infrastructure Refresh / Upgrades
- Service Level Management
- Remote Monitoring and Maintenance
- IT Staffing

Once these services are implemented, a stabilization strategy can establish continuous controls to drive ongoing improvements. Some of the biggest challenges that organizations face while managing an IT lifecycle are securing access to talent, overcoming budgetary constraints, and optimizing infrastructure and running it effectively. There's a great deal of specialization in the industry today—but quite often, both in-house and external providers have such a limited skill set that they have difficulty solving the bigger challenges.

Working with an external service provider delivers greater stability and a deeper resource set to support your needs today and help prepare for tomorrow!

#### PERSONAL CONTRIBUTIONS TO OUR LIFECYCLE PRACTICE:

##### • Podcast:

*Keep Pace with Today's Rate of Change*—Hear how to take control of your infrastructure with support models that maximize efficiency and effectiveness, optimize costs, and sustain quality of service.

##### • Blog article:

*Take Control of Your Infrastructure*—Read about how to meet the top IT challenges and discover the best way to establish contemporary IT operations.

#### FUN FACT:

Richard enjoys camping, fishing, hiking, water sports, and spending time with his family.