PCN
Technical Expertise. Tangible Results.

OFFERING BRIEF » INFRASTRUCTURE LIFECYCLE SOLUTIONS

PCN offers a variety of technology solutions to support your infrastructure and can deliver across the entire technology lifecycle from planning to retirement and everything in between. PCN offers a full suite of Solutions including:

CONSULTING AND PROFESSIONAL SERVICES

Because every organization is different, from infrastructure and technology to process and offerings, no two engagements are alike. PCN offers flexible, customized Managed Services and Professional Consulting for critical IT platforms and applications, ensuring cost effective stability, efficiency and security. We follow a standards-based approach, utilizing industry best practices from PMI and ITIL, and adhering to our ISO 9001 and TL 9000 certified quality management system.

SYSTEM INTEGRATION

Our Systems Integration teams manage all aspects of solution design and implementation, with particular emphasis on interoperability and seamless operations. Resources are coordinated by PCN taking into consideration the most appropriate commercial and delivery models to ensure the success of your integration project. We expertly guide you through the complicated systems integration process, inserting expert methodology and proven best practices to ensure optimal results.

SYSTEM ENGINEERING AND DESIGN

Our technical team is proficient in many different technologies and works quickly and efficiently to deliver a solution that meets your requirements. We take into account scale, globalization, existing technology and architecture, and new technology options for future planning and optimal business success.

CUSTOMER SATISFACTION SURVEYS AND CONTINUOUS IMPROVEMENT

PCN provides a wide-range of targeted and customized customer satisfaction surveys, analysis and reports to support your contract goverance, quality management, and continual service improvement. Our customer surveys and analysis will help you maintain contractual commitments as well as understand the factors that strengthen relationships, boost sales, and build customer loyalty.

PROJECT AND PROGRAM MANAGEMENT

PCN provides professional project, program, and PMO management services for complex multi-vendor environments. Our flexible methodology allows us to respond quickly to requests, ensuring success regardless of the size or complexity of the project or program. Our PMP-certified resources combine extensive business knowledge and subject matter expertise with our proven, PMI-based methodology to help you ensure proper oversight and successful delivery.

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CONNECT with us

CLOUD SERVICES

As companies migrate servicers to, and work within, the cloud, it's important to partner with a team that has experience supporting Infrastructure-, Platform-, and Software-as-a-Service environments and providing best practices and methodology, with the technical expertise to execute a smooth transition. PCN has the know-how and experience necessary to successfully launch and integrate cloud solutions for multiple initiatives.

DATA CENTER SERVICES

PCN provides an array of niche Data Center Services that are built to specifically handle your unique requirements. Whether you have data storage regulatory requirements or want to extend your infrastructure management appliances via co-location services, we can help you navigate the boundaries between traditional data center services and the cloud.

END USER ENABLEMENT

PCN has built a thriving practice providing desktop support, service desk and managed logistics. We have a track record of supporting the productivity and efficiency of the people who consume IT services inside the enterprise. We embrace best practices from the leading industry certification and standards bodies including Information Technology Infrastructure Library (ITIL), Project Management Institute (PMI), and Quality Management System (QMS).

MANAGED SERVICES

Our world-class IT professionals deliver critical services using process methodology that incorporates industry best practices (including PMI and ITIL). Our Quality Management System is ISO 9001 and TL 9000 certified. PCN provides access to best in class tool sets, hardware, software and niche technology expertise that your organization requires to meet the challenges of scaling and managing Information Technology infrastructure while effectively reducing costs.

VALUE ADDED RESELLER

PCN provides reseller services for a number of our strategic partners including:

- Alcatel Lucent
- BlueCat Networks
- BT Diamond
- Cisco
- Dell
- Efficient IP
- Infoblox
- Microsoft
- Juniper Networks
- Pinsafe
- VMware

> "A 99.9% IT infrastructure uptime metric doesn't matter when business applications are unavailable, end-users are dissatisfied and no-one knows the true state of the IT infrastructure when they need to know it."
>
> **– David Williams, Gartner Group**

ABOUT PCN

PC Network Inc. (PCN) is a customer-focused technology infrastructure services company. We are global leaders in DNS, DHCP, and IP Address Management - a service foundational to managing the explosive growth and security of wireless and IP-enabled devices - and deliver a portfolio of infrastructure lifecycle management and staffing services. Collaborating closely with our customers and partners, we deliver technical expertise and tangible results.