



Technical Expertise. Tangible Results.

## OFFERING BRIEF » STAFFING SERVICES

Organizations of all sizes are challenged with recruiting, training, and retaining qualified IT personnel who can manage day-to-day operations, implement complex projects and support strategic business initiatives. These requirements frequently come up with short planning horizons, high urgency, high expectations, and the necessity to find a resource that not only delivers but quickly fits into your team and company culture.

Because we are experts in helping you with your IT infrastructure, we know what to look for in an individual who can integrate with a project or team to provide support for critical initiatives without missing a beat. We can help you source long- and short-term project resources, as well as contract-to-hire and permanent placement. We provide both cleared and non-cleared technical resources to deliver the services you need within your operational and budgetary requirements.

We can help you manage your technical staffing needs in a variety of situations, including resources for:

- IT Infrastructure, PMO Standup, IT PM and Business Analysts, DDI (DNS, DHCP and IPAM), Technology Refresh Projects, Software Development and QA
- Microsoft Project Server Standup, Maintenance, and Upgrade
- Network Administration
- ITIL Service Desk Standup and Support
- Managed Services
- Projects for Federal Agencies requiring resources with security clearance

### AREAS OF EXPERTISE

#### Project, Program, and PMO Management and Business Analysis

PCN has a well-developed Project Management practice with project resources working for large enterprise customers and government entities in Washington, DC, Philadelphia, PA, and Harrisburg, PA. We have helped build and staff large Project Management Offices (PMOs) and leverage our in-house project management expertise to effectively recruit and staff for outsource customers. Our sourcing strategy allows us to quickly respond to requests with qualified personnel and our applicant-tracking database has a high concentration of qualified Program Managers, Certified Project Managers, PMO officers, and Business Analysts. Customers ranging from Verizon to the City of Philadelphia work closely with PCN to ensure all their specific project management staffing requirements are met.



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## Desktop Support/Service Desk

Ensuring business users can quickly and efficiently perform daily tasks and have support when something goes sideways is important to keep your business running efficiently and keep your end customers happy. PCN delivers 24x7 Service Desk staffing for organizations like Amtrak and Verizon, providing teams of agents, analysts, engineers, and managers who provide enterprise application support that consistently exceeds client expectations.

## DDI

As a global leader in DNS, DHCP, and IP Address Management, we are well positioned to staff your DDI projects. PCN consistently staffs high quality, professional, knowledgeable, and experienced resources ideally suited to the staffing needs of your business environment, culture and the project.

## IT Infrastructure/Network Administration

PCN has extensive experience and expertise providing professional staffing services for IT Infrastructure and Network Administration. We put an emphasis on ensuring we find someone that understands your business processes, software and other applications to ensure your business runs smoothly.

## Software Development and Quality Analysis

PCN provides professional staffing services for Software Development and Quality Testing and Analysis. We understand that finding the best skill combination for your needs can be difficult. We assess your industry specific, product specific, or code specific requirements as well as your organizational and cost requirements as part of our candidate search.

## Microsoft Project Server

PCN is a Microsoft Gold partner and has extensive experience and expertise providing professional staffing services for MS Project Server/EPM upgrades.

However specialized or broad your staffing search may be, we can help you find the perfect fit with our diverse and skilled database of qualified candidates.



"90% of client businesses say staffing gives them flexibility to keep fully staffed during busy times."  
**American Staffing Association**



## 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.