



# Managed Services

The UK's leading retail  
technology service provider







# Personal approach. Global capabilities.

Technical experts  
spanning legacy and  
modern systems

Proactive services  
underpinned by  
industry best  
practices

Embedded automation,  
self-healing and estate  
observability

Trusted globally by  
120+ brands

# Facing into business challenges

## Expertise gaps and tech intricacies

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Securing specialised technical skills, whether for complex legacy systems, modern cloud-based application or databases, can be tough. Our teams work as a natural extension of your teams, offering diverse technology support paired with deep commerce expertise to improve customer experiences.

## Resource constraints

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Today's businesses demand uninterrupted support for critical systems. Gaps in coverage will jeopardise operations. Our 24/7/365 support model guarantees access to specialist technical resources and senior service management, preventing downtime and a damaged brand perception.

## Brand reputation damage

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Poor quality services and store outages can severely damage brand reputation. Our market-leading service design, transition, and governance ensure top-notch delivery that matches customer goals, drives value creation and ultimately increases shoppers' satisfaction.

## Operational inefficiencies

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High-performance services hinge on technology, and configuring tools for desired outcomes poses a common challenge. Our Managed Services integrates leading toolsets and automation for enhanced efficiency, quality, and continuous improvement.



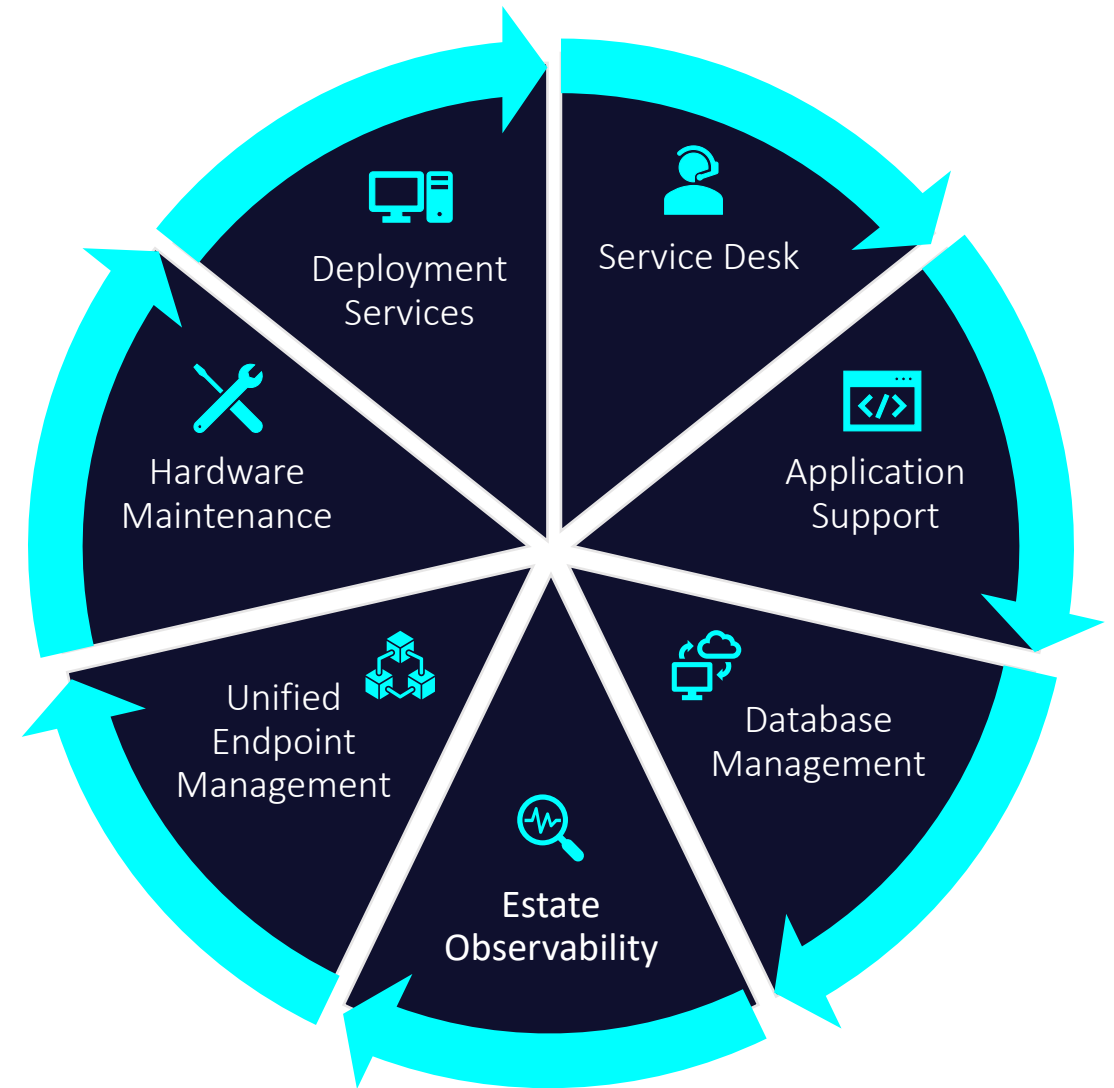
# A comprehensive suite of Managed Services

Our managed services suite encompasses a broad range of technologies and applications.

Service design is at the heart of our approach—we proactively shape services to fit your needs and goals. Prior to any project, we collaborate closely to understand your requirements and the value you need us to deliver.

Once services are underway, our proactive service governance ensures ongoing alignment with your needs and holds us accountable for delivering on our promises.

Backed by a proven track record and a team of over 150 domain experts, trust us to deliver outstanding services tailored to your business, no matter its size.



# Our unique capabilities

A proactive service approach with global scalability

## Technical expertise



Modern commerce platforms



Cloud support



Legacy and unsupported systems

## Observability



Connected visibility of estates



Single pane of glass view



Insightful reporting



Trend analysis

## Proactiveness



Predictability and capacity management



Pre-built system integrations



Automated patching and self-healing



Performance optimisation

## Scalability



Bespoke service design



Market-leading approach to service governance



Best of breed toolsets



# Outcomes we deliver



## Smoothing in-store trading

Improved stability and reduced downtime for a global fashion retailer across 500 stores, improving trading efficiency and customer experience.



## Extending legacy lifespan

Extension of legacy applications for a nationwide charity, creating increased time and space for a replacement solution to be procured and implemented.



## Improved customer experience

Increased POS efficiency at a high street retailer through outsourced database management, leading to reduced queue times.



## Stronger end user satisfaction

High levels of service quality delivered for a global apparel retailer enabling store efficiency, effectiveness and improved satisfaction.



# The PMC approach

A bespoke approach to every service, built on decades of expertise.

## An exact fit

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We proactively shape our services to fit your needs, and the value you need us to deliver. Prior to any project, we collaborate closely to understand your requirements, ensuring our services align with your business objectives.

## Expert

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With expertise spanning legacy and cutting-edge technology, we're primed to anticipate and meet your evolving needs. Where relevant, we embed automation and self-healing capabilities to maximise the value you receive from us.

## Scalable

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Our service model caters to businesses of all sizes. By integrating with leading toolsets, we maintain best-of-breed infrastructure, while leveraging automation to streamline operations and maximise efficiency at any scale for you.

## Quality

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We prioritise proactive service governance, to ensure seamless alignment with your needs. This not only holds us accountable for delivering the service you require, but also ensures that our offerings evolve alongside your business.

# Our Managed Services customers

We're the driving force behind mission-critical operations for global brands. Trusted by industry leaders, we guarantee seamless experiences for their customers. Our enduring partnerships are built on years' long relationships and an unwavering dedication to excellence.

**34,000**

sites supported

**100,000**

end-point devices  
monitored

**120,000**

incidents managed  
per year

**200,000**

automated issue  
resolutions per year

**540,000**

operational tasks  
delivered per year

**SUPERDRY®**



ROYAL  
VOLUNTARY  
SERVICE

**SIGNET**  
JEWELLERS



WHSmith

PRIMARK®



WORLDDUTY  
FREEGROUP 

MONSOON



  
CREW CLOTHING COMPANY



“

*PMC is a trusted partner to World Duty Free, we have placed our confidence in PMC to deliver what we need to continue supporting our retail systems environment.*

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WORLD DUTY  
FREE GROUP 



# Here to help



Talent-driven technology services for commerce.

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