

Communications and Technology Management



Manage every aspect of your telecom and IT business environment, from inventory and asset tracking to service delivery and cost accountability.

Business Challenge

Today's telecom and IT environments are a very complex network of systems and services. With budgets and resources being reduced, organizations struggle to optimize their IT operations by lowering costs without lowering service.

Solution

PCR-360 offers a comprehensive portfolio of integrated management functions that shape the way companies plan, manage, deliver, utilize, and support enterprise technology services and resources.

Many organizations utilize a variety of tools to manage their communications environment. This causes data silos which increase the resources required to manage your environment.

PCR-360 maps, tracks, and organizes IT data and processes to allow organizations to have a clear view of all your costs and eliminate wasteful activity. Organizations that manage their data using multiple applications suffer from communication inefficiencies, training and learning curves, and the daunting task of integration.

About PCR

Over the course of a 30+ year history, PCR has earned a reputation for relentless product development and innovation at the height of industry standards. PCR provides an exceptional software solution backed by superior services and support at a fair price.

The PCR-360 Solution

PCR's Communication and Technology Management solution integrates services support and delivery operations to streamline and automate the provisioning, resolution, and accountability of assets and services.

- Identify the location, configuration, inter-relationships and ownership of all communication services and assets.
- Track, analyze, audit, and chargeback for usage and utilization including voice, data, wireless, and cloud.
- Ensure data integrity by automatically updating assets and inventory, whether in stock or in service, from service orders.
- Maintain a roadmap of your wires, cables, switches, and services to maximize your networking environment and reduce technician time for incidents and orders.
- Automate the provisioning of your switches to reduce redundant data entry and errors.
- Provide secure access for customers to view bills and usage; submit orders and check their status; manage their services and assets.
- Automate cost accountability for all services, assets, labor, and usage.
- Utilize the data you maintain to make better business decisions with extensive, flexible reporting.

TO LEARN MORE OR SCHEDULE A DEMO CONTACT:

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Does PCR support my needs?

Today's IT and telecom environments are complex networks of services and assets. The PCR-360 solution supports your organizations ability to track, manage, and chargeback the activities associated with assets, people, operations, and workflows.

Usage and Utilization

View, report, and chargeback for the services offered to your customers. PCR-360's flexibility supports all types of UC communication channels including voice, data, mobile, and cloud. Allocate costs for these services by sending chargeback files to your enterprise financial system or through the internal billing/AR functionality.

Assets and Inventory

Complete visibility into the configuration and costs of assets and inventory. PCR-360 enables organizations to manage all types of physical and virtual items from cradle to grave. Always know what you have, where it is located, and who is responsible for it with automated updates through the Service Desk process.

Catalogs

Browse a comprehensive list of all the equipment and services your organization offers its customers. Catalogs are available throughout the solution to include equipment and services as well as related information such as features, charges, workflows, and service level agreements.

Customer Center Portal

Alleviate some of the work for your staff by utilizing customer self service capabilities. Customers can submit requests and report incidents, check the status of requests and incidents, view their bill, receive system alerts, and access a knowledgebase of information you deem relevant to the customers.

Expense Management

Ensure you are being charged correctly for the services you utilize. Most TEM applications today are not cost effective for customers with less than \$10m annual spend. PCR-360 provides the functionality to ensure you are paying for only the services you have, at the correct rate, with a more economical solution.

Service Desk

A single point of reference and control for all requests, orders, incidents, projects, and estimates. PCR-360's service desk supports all the activities related to move, add, change, and delete transactions. PCR-360 streamlines your workflows so your staff is more productive and ensures data integrity.

Cable Infrastructure

A centralized framework to maintain a complex network and physical infrastructure. PCR-360 provides the capability to maintain and document, end to end, your communications infrastructure. Comprehensive cable paths can be built and automatically maintained through the Service Desk process.

Integrations

Work within your enterprise ecosystem. PCR was designed to work with other applications. Automatically sync the database with Avaya and Cisco switches; integrate with help desk applications such as Service Now; send e911 data to your PSAP; exchange data with financials and HR; and import carrier invoice details.

Reporting

Now that you have all your data in a single repository, you need to be able to use that data. PCR-360 offers a variety of ways to access and report on your data including standard reports and exportable searches. The PCR-360 view allows you to enter any data element and find all related information.

Managed Services

Outsource some of the work to free up time for valuable employees. Whether you don't have the staff, understand that outsourcing can be less expensive, or simply don't want to deal with system admin or monthly billing, PCR can handle many of these responsibilities for you at a much lower cost than utilizing your own staff.