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percall 

MULTILINGUAL TECHNICAL SUPPORT

PLM SYSTEMS INTEGRATION

SOFTWARE DEVELOPMENT / MAINTENANCE

TECHNICAL SUPPORT

SELECTING PERCALL CONVEYS, PROVIDING YOUR CLIENT WITH A PARTNER WHO UNDERSTANDS YOUR EXPECTATIONS, BUSINESS AND CULTURE.

With its expertise in technical support and its strategically-located centers in Europe and Morocco, Percall has been successfully working hand in hand with small, medium and large-sized companies in all sectors, and with leaders in the IT industry, to enhance their global business footprint, service optimization and cost reduction strategies.

Our Tech center in Rabat, Morocco includes 60 multilingual engineers ready to assist you in any major European language as well as Japanese. We operate an international B2B support of 'cutting edge' software technology for European and American clients to facilitate our customers throughout the entire life-cycle of their applications.

24 x 7 coverage
Access to International recruitment channel
Client validated resources with a customer satisfaction guarantee.
'Real time' control and troubleshooting tools.
Service Level Agreement

From its branch in Aurillac, Percall offers hardware and software support dedicated to the B2C and SOHO / SME market. Percall has transferred its international B2B support expertise, offering to technology end-users a competitive though high quality service.

Microsoft
GOLD CERTIFIED
Partner

Strongly imbued and guided by its ISO 9001 Quality approach, Percall creates, documents, follows-up, analyzes and continuously improves its procedures.

We are adamant about customer satisfaction. Our customers are our best advisors. With an open ear to our customers, we are able to act, react, anticipate, adapt and integrate customer needs as they develop.

ISO 9001 Version 2000 certified
for its Multilingual Technical Support
in the Computer Applications industry



PLM SYSTEMS INTEGRATION

WE GO ALL THE WAY TO HELP YOU FOLLOW YOUR PRODUCTS LIFECYCLE.

As a PTC®, the Product Development Company™, Percall offers PLM solutions for you. Our solution are designed to address the strategic challenges of the 21st century industry.

At Percall we offer a complete line of solutions to optimize your product line from digital design (3D models) to Product Lifecycle Management.

Our team of experts are equipped with PTC certified ability to better cover all levels of PLM implementation, such as:

Project Management / Consulting
Product / Service Development
Customization
Migration
Training
Maintenance
Hardware set-up and Consulting
Technical Support

SOFTWARE DEVELOPMENT / MAINTENANCE

ADAPTABLE MULTI-ENVIRONMENT SOLUTIONS WHICH RESPECT INDIVIDUAL SKILLS KEEPING YOUR BUSINESS INTERESTS IN MIND.

Percall focuses on the technical and functional skills of its management teams to assist its clients in updating their IT systems.

From tailor-made application software to EAI (Enterprise Application Integration) solution (front and back office), Percall has positioned itself to assure IT systems installation to guarantee better cost-control to you!

Our approach is based on flexibility and transparency along the project lifecycle.

Percall also specializes in the fields of IT development at the following levels:

Research, Consulting and Specifications, Design and Analysis, Realization, Integration, Final Testing, Acceptance, Maintenance

Percall proposes various service contracts thanks to its resource flexibility.

- On site client customer service contracts (fixed price or control)
- External IT services from our centers in Lyon, Vichy and Rabat, Morocco.

Percall also offers third-party maintenance dedicated to customized systems and/or tailor made software.

