

## MCS offers services and support your hire business can rely on

### At a glance:

- **Unbeatable experience** in the hire and rental sector
- **A rigorous, proven methodology** for successful implementations
- **Professional training** and eLearning to maximise ROI
- **Custom software development** to meet unique working practices
- **Dependable support** to maximise availability, tailored to your requirements and budget
- **Regular software upgrades** to protect your software investment
- **MCS Customer Club** – an exclusive round-the-clock resource
- **Expert IT consultancy** – a single point of contact for all your hire solution needs

*From proof of concept through to implementation, training and ongoing support, we partner with you every step of the way to ensure you gain maximum value from your hire application.*

### The MCS approach

With the best hire management solutions on the market and the most experienced specialists, we guarantee you will achieve rapid return on investment, with personalised service that is tailored to your needs. We draw on over three decades of experience to provide services and solutions that tackle your business issues.

We work with you to understand your business processes, pains and key drivers before responding with sound, practical advice. Our hire management services and solutions fit your requirements today and tomorrow, as they evolve to maintain and enhance your competitive advantage.

### Implementation services

Our structured methodology for implementation will enable you to manage your business more effectively. Project implementations follow a ten-step plan to ensure we fulfil your specifications, budgets and timescales. The process incorporates business analysis, proof of concept, user acceptance testing, reviews and joint commitment to your goals.

### Training services

Professional training equips your staff with a thorough understanding of the hire solution, builds their confidence and enables them to carry out their individual

roles more effectively. Our training covers every aspect of the hire software solution and can be tailored to suit your individual requirements.

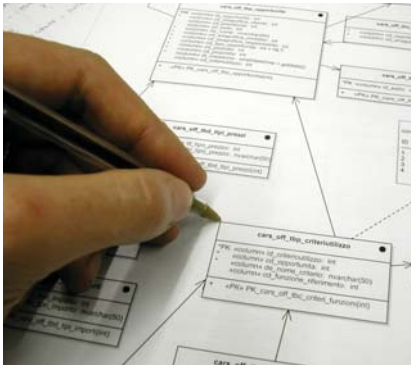
### eLearning

Both novice and experienced system users can have courses on a range of software topics delivered directly to their desktops, live or on demand.

### Free training videos

Viewed online at a time to suit you, MCS Customer Club training videos provide a very valuable resource and cover the full scope of our software.





### Custom software development

We understand that, even with software packages as complete as MCS-*rm* and MCS-*vr*, you still may require some additional software development to make your business more efficient. We have a team of developers in place to customise our software to fit some of the more specialised software specifications and niche market operations.

Whether it's working with you to specify and scope your requirements, building components to integrate your existing package systems, or designing and building new modules, MCS has the skills and experience to ensure that your system is implemented on time, within budget and fits your unique operational requirements.

### Customer support

A faster return to a working system builds peace of mind, improves staff confidence and customer satisfaction and reduces wasteful downtime. Working within a collaborative support environment, our Help Desk team form strong customer relationships. We have excellent staff retention rates and can provide a wealth of experience in supporting both the hire industry and the IT environment, ensuring a quick grasp of your problem and efficient resolution of your query.

Our guaranteed response times are based on 'severity of issue'. Critical incidents are quickly dealt with as a priority. Our on-line call management

system allows you to track the status of your cases, such as support requests.

The MCS support team works closely with their colleagues in technical services, software development and implementation to ensure a seamless transition once your system becomes live and a speedy resolution to your support questions.

Different Service Level Agreements match your support requirements and budget. We can also take on the end-to-end support of your third-party software and hardware.

#### • Software upgrades

Regular software upgrades reflect industry trends, protecting your software investment and maintaining your competitive edge.

#### • MCS Customer Club

A password-protected online resource provides exclusive round-the-clock access to MCS information and support. Users can log and monitor new support incidents that are entered directly into our Help Desk system. You can access a complete support history, improving visibility and communication.

#### • The MCS Knowledgebase

Accessed via the Customer Club, this is a source of answers to your questions and reduces your reliance on calling the Help Desk by providing instant advice at any time.

### IT consultancy

Many of our hire customers prefer to have a single point of contact for all their hire solution needs, rather than the complexity of dealing with a number of different organisations.

Our consultancy services address a broad spectrum of IT issues, including:

- Performance monitoring, tuning and backups
- IT system health checks and house-keeping
- Disaster recovery, security and virus protection
- Software upgrades, data transfers and migrations
- Hardware maintenance, upgrades and repair
- Networks and communications

For more information about MCS services and support:  
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