

# MCE Asset Management delivers reliable and professional turnkey services

MCE's Asset Management program helps you design, build, and manage your IT solutions through end-of-life. For companies including the Fortune 500, MCE can provide new or refurbished equipment, parts and maintenance services to keep your systems up and running, and when the time comes to refresh the equipment, MCE can maximize your residual through outright purchase or consignment.

"MCE has the wherewithal to step up to any size portfolio I send their way. They are market makers and set the gold standard for asset recovery services. Embedded in that comment, I will get the best return on my investment from them, vs. someone else who will probably only send it to MCE."

**Elizabeth Backes**  
*Vice President  
Equipment Management  
Banc of America Leasing*

## **Personalized service backed by best-in-class processes**

Your assigned MCE representative provides personalized service, with best-in-class processes including clear and timely communication, inventory management, and accurate in-depth reports. MCE's proven methodology ensures you get the most value from your recovered asset.

## **MCE's Asset Recovery Methodology is fine-tuned with decades of success and experience**

We take on the challenge of maximizing your asset recovery, enabling you to focus on your core business. For over 30 years we have worked with customers to successfully remarket IT assets, with a tested five-step process:

**Step One:** Whether you have IT equipment coming off of lease, overstocked, or simply no longer needed, MCE is positioned to either purchase your IT equipment outright at fair market value, or manage the purchase of the equipment through consignment. Our first step is to compile a detailed Audit Report with a comprehensive, at-a-glance inventory, including a condition assessment of the hardware.

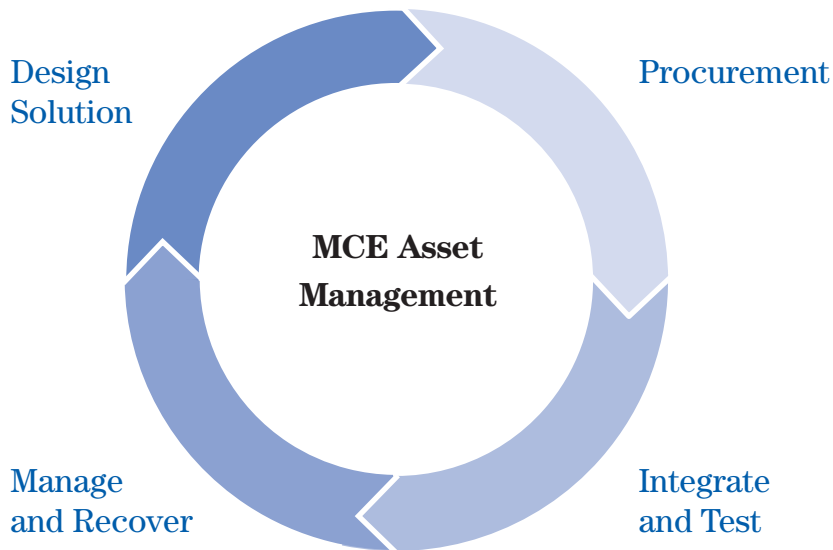
**Step Two:** Based on the equipment condition and forecasted demand, MCE will then estimate the hardware's market value, and work with

you on a fair sum for the sale. All information is compiled into spreadsheets and a master database, which is updated over the course of the consignment or sales process. The system and/or parts are then forwarded on for testing, refurbishment and inventory.

**Step Three:** MCE activates their global distribution network on your behalf to sell the asset. This step includes, but is not limited to, alerting the MCE sales staff to the equipment now in transit to the MCE warehouse, and in turn the MCE team then begins to contact target end users and channel partners around the world. It could also subsequently trigger an email to opt-in end users and other network contacts either globally or in specific regions, based on our assessment of the best method to sell the equipment profitably and efficiently.

**Step Four:** MCE may reconfigure or sell a customized system or systems to meet the new customer's needs. Weekly status reports serve to keep you informed on the sale of your equipment. You can also log into a special website MCE keeps updated for an up-to-the-minute accounting of the hardware.

**Step Five:** After successfully conducting the sale of your hardware, MCE negotiates with you fair market value for anything left at the end of the process. We are committed to your success in meeting the internal hurdle rates of your IT assets, and today average 75% of the recovered value going back to you.



MCE custom Integration and Asset Management Services can help you manage the complete lifecycle of IT

### Service and Support

MCE offers personalized service you can count on after the warranty expires. We provide guaranteed parts delivery, with MCE certified, pre-tested parts, and customized services to meet unique needs and a wide range of budgets. Our service can include:

- On-site spares
- 24 X 7 call center support
- Comprehensive parts test bed
- Board level repair capability
- Large inventory of Sun and SGI parts
- Direct access to certified system, storage, and network engineering teams.

### Three levels of service are available on all parts and systems:

- Parts Care – Providing assisted parts support designed for self support customers who need spare parts and call center support
- On-site Care – Standard support offering designed for customers who require 40 hour work week on-site and call center support
- Mission Critical Care – Comprehensive support for mission critical computing environments, with same-day parts delivery.

### Asset management you can count on

MCE can be trusted with your reputation and good name as we represent you in the sale of your IT equipment. Key benefits also include:

- Our US-based customer service will go the extra mile to meet your needs, in direct contrast to other vendors who are often either non-responsive or inefficient with your time
- MCE reports are timely, accurate, and comprehensive.

Ultimately, MCE will allow you to focus on your core business, while we contribute profitably to your bottom line, by maximizing the residual of your IT investment. Contact us to find out how you can specifically put MCE to work for you.

### Your experts in Sun and SGI

MCE has extensive experience in multi-vendor life cycle management, including buying and selling:

- Sun and SGI hardware
- Cisco switches and routers
- A broad spectrum of storage hardware including SCSI, storage area networks (SAN), mass network attached storage (NAS) and others
- Intel and AMD based servers and workstations

Our team has experts certified specifically in Sun, SGI, Cisco and SuperMicro, enabling MCE to serve your needs readily in those markets.

### Comprehensive Service, Warranty, and RMA Support offered

MCE will test, refurbish and warranty all equipment that goes through our facility. Our standard warranty reflects our promise of quality with 3 years provided on all new systems, and 6 months on refurbished. On new parts, we support the full manufacturer's warranty.



For more information visit our website:  
[www.mce.com](http://www.mce.com)

Or call 888-733-4400