

# World class engineering, consistent quality, and commitment to customer satisfaction sets MCE Integration services apart

MCE designs and builds custom, integrated systems, storage, and network solutions for small and mid-sized companies, including those who need third party applications loaded, tested and shipped directly to customers. For over 30 years MCE has saved customers time and headaches, allowing you to focus on the business of running your business.

“Our processes with MCE are now flawless. We plan together, then MCE procures, integrates, and tests. They load our software, test everything and then send the systems directly to our customers.”

**Buyer Planner**  
*Medical Technology  
Software Company*

## Delivering enterprise service for customers of all sizes

MCE specializes in custom configured servers, workstations, networks, storage solutions, disaster recovery solutions and mission critical systems for enterprises of all sizes. Unlike many other system integrators, we are able to serve a broad range of accounts—from divisions of medium or large companies, to very small. We will grow with you, providing our personalized service, quality products, and engineering excellence to achieve competitive advantage.

Since 1973, when MCE first began engineering and integrating high-end IT systems, we have worked to perfect our processes. We now have a comprehensive methodology, and relationships with key vendors across the spectrum of IT, to bring you the best possible architected solution, including:

- Supermicro
- Sun
- Red Hat
- Oracle
- Cisco
- Microsoft
- Intel
- AMD
- And hundreds of others

Our best-in-class processes are customized to meet your specific needs. You will be assigned an MCE product specialist, who will collaborate with you and MCE Engineering to guide your

project from requirements definition through implementation to ongoing support.

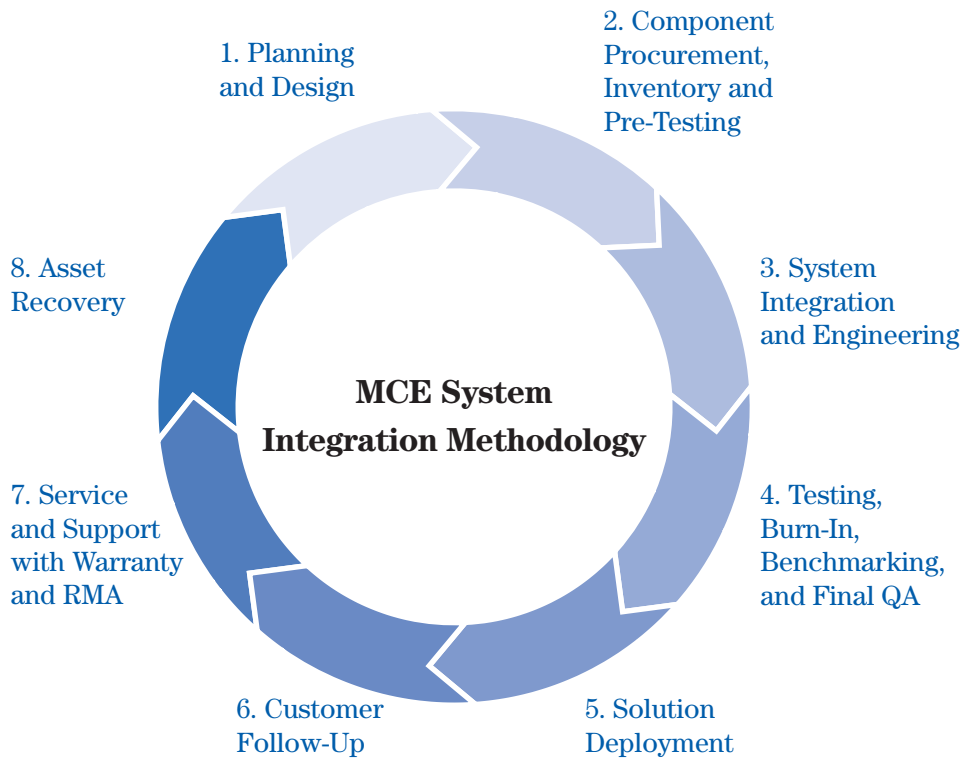
## Our engineers working with yours - MCE's proven Integration Methodology

After consulting with you about your needs, MCE will procure, integrate, test and deploy your custom system. We handle all maintenance requests, including return material authorizations (RMAs), asset management, and support services. From the time we begin collaborating on your solution design, our engineering staff—working in conjunction with you and the MCE product specialist—will be at your disposal.

Our standard process encompasses eight multi-function steps:

**1. Planning and design:** We consult with you to define your requirements, and then design a custom solution, either new or refurbished, to best meet your needs.

**2. Component procurement, Inventory and pre-testing:** MCE will procure the necessary equipment from our vast global network, and upon receipt, inventory each component and assign a unique number. A complete history is kept on each part of the overall solution, to speed and facilitate any future returns or malfunctions, in the remote event this is needed. All components are then sent to Engineering for pre-testing.



**6. Customer follow-up:** Your MCE product specialist, who will continue to work with you through installation and beyond, will check with you to ensure your overall satisfaction and to rapidly address any outstanding issues.

**7. Service and Support:** MCE offers comprehensive service and support, including warranties, on 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.

**8. Asset Recovery:** MCE is committed to helping you manage and optimize the full lifecycle of your IT investment. As part of this offer, we will assist you in recovering the maximum return from your IT assets once they are no longer needed. To aid you in meeting the internal hurdle rates of your IT assets, MCE today averages 75% of the recovered value going back to you.

MCE has been integrating high end IT systems for over 30 years, using tested processes that bring excellence to your deliverables.

## Flexible, cost-effective integration

Customers trust MCE to deliver significant benefits at a competitive price:

- Order intervals are reduced a minimum of 1–2 weeks, with knowledgeable, effective MCE specialists and engineers to help design, procure, and integrate systems
- Your customized, integrated MCE solution will be assured of smooth and effective processes, with a system that actually works and meets the specifications you agreed upon
- If there are post-installation service issues, MCE doesn't pass you off to the manufacturer, but rather offers extended warranty and RMA support themselves

Personalized service is not an empty promise at MCE – you will have a readily available product specialist, and they will be backed by an organization that for three decades has been committed to delivering great, integrated IT solutions that are cost effective.

### 3. System Integration and Engineering:

The system elements are staged, inspected and then assembled. Firmware is updated as needed, and the system is configured to specifications. Drivers are loaded, software releases are verified as current, or updated as needed. Additional peripherals, subsystems, and third party software is loaded and configured according to customer requirements. Branding or custom logos may be applied if requested by the customer.

### 4. Testing, Burn-in & Benchmarking:

Following assembly and configuration, MCE will commence stress testing for 48 hours on mother-boards, memory, CPU, all drives and components. In some cases parts are tested twice, both upon receipt and then again after integrating the component with the system. Prior to release, a final quality inspection is conducted, with all customer specifications again checked, as the system is verified with zero defects. Further benchmarking may be completed upon customer request.

**5. Solution deployment:** Engineering, in conjunction with MCE Shipping, completes one final quality step, as they physically check to ensure the correct number and system components are sent to the appropriate site. The equipment is then delivered to the customer.



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

**Or call 888-733-4400**