

# Quality systems and superior support distinguishes MCE IT Supply Chain Services

MCE's knowledgeable IT specialists work with customers of all sizes to accurately identify and satisfy their infrastructure requirements. If you are in need of new technology solutions or equipment, MCE can leverage a vast global supply network to rapidly deliver a wide range of reliable, cost-effective IT solutions.

"I have been working with MCE intensively for two years—every second or third day. Everything is not just good with MCE. Everything is excellent. Everyone here at Philips is more than satisfied. They procure all kinds of equipment—new and used, everything is tested. There is not a second competitor to MCE. They are fantastic – I wish I could duplicate them."

**Menachem Keren**  
*Engineering Projects Leader*  
*Philips Medical Systems*

## **MCE can procure what you need – both new and refurbished – when you need it**

MCE can procure what you need – systems, printers, cables, network, or storage—both new and refurbished, in the timeframe you require. Thirty years of partnership building has resulted in a global network that includes a broad array of IT leaders we can leverage to address your needs. Key partners include:

- Supermicro
- Sun
- SGI
- Intel
- AMD
- Cisco
- Adaptec
- Overland
- Quantum
- Ciprico
- BlueArc
- EqualLogic
- Texas Memory Systems
- Red Hat
- Microsoft
- Oracle
- And more

Since MCE is not confined to a single manufacturer, your supply chain solution has greater flexibility and improved cost-effectiveness. This expansive network of partnerships and vendors gives MCE an edge in rapidly fulfilling your IT supply chain needs.

MCE serves customers around the world, with global sourcing and shipping capabilities, including documentation and other governmental requirements.

## **Superb service saves customers time and frustration**

For many customers, MCE has become a trusted extension of their team. Count on us to relieve the headaches and extra time it takes to procure IT systems and parts. Our processes have been perfected with hundreds of customers, and for many, serve as a Just-In-Time inventory management system:

**Step One:** Our product specialist will work with you to determine exactly what you need. In some cases, the product may have become hard to source, or your normal supply chain has perhaps been interrupted.

**Step Two:** MCE will locate the part or system, identifying a source providing the best price and the greatest reliability/quality. MCE may also have the required items in stock, shaving additional time off of the transaction.

**Step Three:** Once the products have completed the inventory process, the items are forwarded to engineering for testing and quality control.

**Step Four:** Based on your specific requirements, MCE will integrate or modify the system to meet your specifications.

“Based on other vendors that we know, MCE has the best price, and quality, and their service is wonderful. A lot of times I won’t go anywhere else because I know they are that good.”

**Mark Lovell**  
*Buyer*  
*Diebold*

**Step Five:** After staging, testing, and any required modifications, MCE ships the product to your site.

**Step Six:** Your MCE Product Specialist will follow-up to check on satisfactory receipt and system performance.

The entire process is completed with a focus on quality parts that work when you receive them, meeting the time and dollar parameters of your budget.

### **Service and Support maximized with MCE**

MCE offers comprehensive service and support, including warranties and return material authorizations (RMAs), on all equipment that goes through our facility. Rather than the standard one-year warranty on new systems, MCE offers three years, with refurbished systems supported by a 6 month warranty, rather than the typical 30-90 days. Partial systems and parts carry the standard manufacturer’s warranty, which is fully backed by MCE.

### **MCE’s Just-in-time supply chain management provides significant benefits**

MCE delivers significant benefits at a competitive price:

- Typical order intervals, even on hard-to-find IT products and solutions, are generally one to two days less with MCE, effectively operating for many customers as Just-in-time supply chain management.
- With all systems and parts subject to MCE’s rigorous testing process, including those direct from the manufacturer, MCE has an extremely low defect rate—less than 1%—saving you time and trouble, and therefore better meeting the needs of your business.
- Since all products are inventoried and assigned a unique number, MCE can track your parts and systems, speeding necessary returns and service.
- Our service and support policies, including complete RMA management, save you time and headaches.
- Personalized service and follow-through, with an assigned account manager, provides unmatched support for all your supply chain needs.

MCE has worked for over 30 years in IT Supply Chain Services, with an established network of suppliers and tested processes. We are here today to meet and surpass your IT infrastructure procurement and supply expectations, and we will be here tomorrow to meet your future needs.



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

**Or call 888-733-4400**