

MCS DELIVERS OPERATIONAL IT SERVICES

MCS has acquired unrivalled expertise in the provision of technology services, including the very specific requirements of the offshore financial services industry. MCS appreciates the fundamental requirement that IT infrastructure must be both dependable and satisfy core business requirements. Slow response times, network outages and system down-times are no longer an inconvenience – they impact the bottom line.

As companies become more reliant on Information Technology, MCS can address the demand for certified and skilled professionals to manage your IT environment enabling your business to focus on its core business operations. Alternatively, MCS can supplement your in-house IT resources in specialised technical areas or provide additional cover during peak times, planned and unplanned staff absences.

MCS Operational IT Support services are designed for organisations of all sizes in the offshore environment with diverse business, application and infrastructure needs: from the local offices of Fortune 500 companies, through to niche focus organisations with less than five employees. MCS works closely with each client to match the MCS solution to each client's specific requirements.

There are a number of benefits realised by clients who choose to partner with MCS for Operational IT support:

Handing you back your time

MCS can manage all reactive operational support issues as well and pro-actively monitor and manage infrastructure and applications. This allows client staff to focus on the core requirements of the business.

Faster, more reliable IT infrastructure

MCS has significant experience in delivering IT services in the offshore environment. By partnering with MCS, clients are able to access leading edge products, best practice processes and highly qualified staff required to ensure IT infrastructure runs at maximum efficiency.

Access to highly certified resources

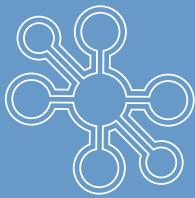
MCS has a large award-winning team of highly certified and experienced technical resources and high levels of partnership with the global technology market-leaders.

Reduction in downtime

MCS offers proactive services which monitor and manage IT infrastructure. By utilising some of the latest monitoring tools, MCS is able to address many issues before they occur, or effectively address any reactive support issues.

Reduction in IT costs

MCS utilises the latest technology, tools and industry best practices in service delivery, provided by a team of highly-skilled, multi-disciplined and dedicated IT professionals. This means that this key element of organisational back office functionality is not compromised, delivering both lower IT operational support costs and world-class service delivery.



MCS Services

MCS offers a wide range of service plans designed to relieve the pressures of day-to-day operational IT management and support. With options suitable for every organisation, large or small, MCS is able to maximise IT operational efficiency and system availability by combining real-time monitoring, pro-active maintenance, server applications and desktop systems administration, rapid response times and comprehensive end-user support.

MCS has developed a structured method of evaluating the needs of clients on an individual basis. Working in partnership to identify existing gaps in client infrastructure and applications, MCS aims to find the best and most appropriate solutions to meet individual customer needs. This process ultimately delivers a contractual and structured Service Level Agreement (SLA) customised to the client's business requirements.

The services offered by MCS fall into three main categories:

Pro-Active Managed Services:

MCS Pro-Active Managed Services are based upon ITIL best practices where MCS performs weekly, monthly, quarterly and pro-active tasks on server, application, desktop and network assets. This ensures that systems remain operating efficiently and significantly reduces the amount of reactive system problems. Managed Services clients benefit from pro-active, scheduled services and also have the peace of mind of a guaranteed Service Level Agreement to address incidents as and when they occur.

Operational IT Support:

MCS reactive Operational IT Support services engagement model is specifically designed to provide clients with the ability to obtain on-demand access to MCS resources supported through a guaranteed Service Level Agreement framework for day-to-day operational IT support coverage.

Project Services:

MCS Project Services allow clients to access MCS resources for the purposes of consultative input and project delivery where a Service Level Agreement is not required. These can be customized to suit the client's project approach requirements and format.

MCS Services are modular and are priced & tailored to clients' individual requirements, including the current options:

- Fixed or Variable Cost IT Support for Infrastructure
- Fixed or Variable Cost IT Support for Applications
- Fixed or Variable Cost IT Support for Desktops
- Real-time Monitoring
- IT Advisory, Including Strategy & Budget Planning
- Access to MCS Procurement Group for Hardware & Software Purchases
- Multi-jurisdictional IT Support
- Pro-active & Reactive Service Coverage
- Guaranteed Response Times
- 24x7 Helpdesk Support (coming 2013)



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2012 & 2011 COUNTRY
PARTNER OF THE YEAR
Cayman Islands
Winner

2011
PARTNER OF THE YEAR
Latin America
Winner - Portals and Collaboration

2010
PARTNER OF THE YEAR
Latin America
Winner - Information Worker

mcs
The business end of IT