



PROFESSIONAL SERVICES

**UNEQUALLED
KNOWLEDGE of
the HIRE industry**



PROFESSIONAL SERVICES

Peace of mind and reliability are an essential part of the relationship we share with our customers. Our key objective is to ensure you get the most from your hire application. From business analysis through to implementation, training and ongoing support, we partner you every step of the way.

We work with you to understand your business processes, pains, and key drivers before responding with sound, practical advice. With over 30 years hire experience and combined industry knowledge of over 100 man-years, we ensure the solution we put in place tackles the issues most pertinent to your business.

Our structured methodology for implementation will enable you to manage your business more effectively. We will ensure that our solution not only fits the business requirement but will continue to be integral to your ongoing success.

This is achieved by building an in-depth understanding of your needs at technical, operational and end-user levels.

We place great emphasis on training to ensure you gain the most from your hire application. By giving your staff a thorough understanding of the hire solution, we increase their confidence and ability to carry out their individual roles quickly and more efficiently.

Our initial and subsequent training programmes cover every aspect of our hire software solutions and can be tailored to suit your individual requirements.

Software Support

Our support extends from the MCS hire application to operating systems, technical back up, networks, communications and hardware.

Our guaranteed responses to calls, faxes and e-mails gives peace of mind, staff confidence and customer satisfaction.

Out of hours, our customer extranet site helps with self-sufficiency by providing you with round the clock information and advice.



**SOFTWARE to MAXIMIZE
your hire POTENTIAL**

'Real-time' Services

We recognise the pressures and demands placed upon hire businesses today and offer e-training, web conferencing and remote access to ensure geographical location is not a barrier to running the right hire solution for your business.



E-Training

This enables up to 6 employees at single or multiple locations to be trained on MCS' hire software at any one time. Training courses are diverse and can be tailored specifically to company requirements.

E-Training can be purchased in minimum slots of 3 hours - enabling staff time to absorb the information they have learned. This practical form of training reduces overheads and business efficiency by retaining staff in the workplace.

Satisfaction
Increased productivity
Peace of mind



Web Conferencing – Meetings, Presentations, Demonstrations

MCS web conferencing can connect up to 5 customers or 5 geographic locations – eliminating travelling, reducing costs and aiding business efficiency.

This service is particularly useful if you require a demonstration, presentation or simply a meeting with MCS, but cannot afford the time to travel.

Remote Access

This service enables MCS to remotely view your actions within the MCS hire application, watch your on-screen actions and guide you through necessary procedures. If needed, MCS can take control of your system to demonstrate how actions should be carried out. It can reduce the need for an on-site engineer visit and provides a speedy response to support or technical issues.

To discuss any of the services we offer in more detail, please contact MCS at one of the offices below.



Contact MCS

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