MCA | Managed Services

A Foundation for Operational Excellence: Technology Management Services Enable Organizations to Concentrate on Core Operations

Managed Services are an essential strategy for modern organizations, allowing them to leverage the expertise of Managed Service Providers *(MSPs)* to optimize their technological infrastructures.

This approach not only enhances operational efficiency but also significantly reduces overhead costs associated with managing IT and technology systems in-house.

By entrusting these responsibilities to an MSP, businesses can focus more intently on their core missions and strategic goals, secure in the knowledge that their technological operations are in expert hands.

MCA excels in providing comprehensive managed services that are customized to meet the diverse needs of our clients. Our services range from proactive maintenance and timely upgrades to full-scale technology deployments, all designed to ensure maximum efficiency and reliability.

With an unwavering commitment to quality and customer satisfaction, MCA offers a partnership that extends beyond mere service provision to become a pivotal part of our clients' success.

This document will explore in detail the spectrum of Managed Services offered by MCA, highlighting the specific advantages of each and demonstrating why MCA is the preferred partner for organizations seeking to enhance their technological capabilities.

Through our discussion, prospective clients will gain a deeper understanding of how MCA's Managed Services can not only support but also transform their operational frameworks, ensuring they remain competitive and resilient in an ever-evolving technological landscape.

Technology Management Services from MCA's Expert Support Team

Remote Support and Troubleshooting

On-Site Maintenance and Repairs

Device Management and Updates

System Monitoring and Active Management

Regular Technology Refreshes and Upgrades

Reduced Total Cost of Ownership

Enhanced Flexibility and Scalability

Minimized Operational and Capital Expenditures

Comprehensive Technology Ecosystem Management

| Service Contracts | Live Monitoring | Device Updating | Issue Ticketing | Troubleshooting | Maintenance | Management |

Our Managed Services offer a seamless, comprehensive approach to technology management, ensuring your systems are always efficient, secure, and up-to-date. With our expert oversight, you can focus on your core business activities while we handle the complexities of system maintenance, upgrades, and support.

Our Managed Services

Service-Level Agreements (SLA's)

At MCA, our SLAs represent our unwavering commitment to delivering exceptional service across all our offerings.

These SLAs are crafted to ensure precise expectations and guidelines are set for our voice, data, and security solutions, ensuring that every customer receives a personalized and optimal service experience. Whether it's installation, maintenance, or troubleshooting, our SLAs cover every aspect of service delivery, providing clear terms for performance, responsibilities, and response times.

Our SLAs are designed to instill confidence, outlining remedies and accountability measures that reinforce our dedication to reliability and high-quality service. By defining these standards, we eliminate misunderstandings and ensure a transparent process for resolving any issues that may arise, thereby maintaining trust and customer satisfaction.

MCA is committed to standing by these agreements, affirming our role not just as a provider but as a dedicated partner in your technology management. With an SLA from MCA, customers are assured of continuous support tailored to their specific needs, ensuring that their systems function seamlessly and efficiently.

This level of commitment underscores our promise to be there for our customers, supporting them in every aspect of their operational requirements.

Managed Technology-as-a-Service (MTaaS)

MCA's MTaaS program is an innovative subscription-based service designed to simplify the management of technology assets for organizations of all sizes.

This service provides a cost-effective and efficient way to access the latest technologies, paired with expert management, without the burdensome costs associated with purchasing, maintaining, and upgrading technology independently.

Program Features:

- *Comprehensive Coverage:* MTaaS covers all aspects of technology management including hardware, software licenses, installation, maintenance, and regular upgrades. This holistic approach ensures that systems are not only installed but are also continuously optimized for peak performance.

- *Subscription Model:* Organizations benefit from a simple monthly payment model, which eliminates large upfront capital expenditures (CAPEX). This model aids in better financial planning and budget management by converting traditional capital outlay into operational expenditure (OPEX).

- *Advanced Technology Access:* Subscribers have access to the latest technology updates without additional investment. This means organizations always operate with the most advanced systems without the risk of their technology becoming obsolete.

- *Expert Management and Support:* MCA manages all aspects of the technology lifecycle, from installation through ongoing support. While MTaaS does not include automated monitoring and ticketing found in SecurePlan, it does feature an intuitive support portal for easy ticket submission, with response times tailored to meet budgetary and operational needs.

Key Features

- *Reduced Costs:* The MTaaS model significantly reduces the cost barriers associated with new technology adoption by removing the need for significant initial investments and spreading costs over time.

- *Scalability:* Flexibility is at the core of MTaaS, allowing organizations to scale their technology solutions up or down based on current needs and financial capability. This adaptability is crucial for dynamic business environments where needs can change rapidly.

- *Risk Mitigation:* With MTaaS, MCA assumes responsibility for the maintenance and performance of the technology, reducing the operational risks associated with system failures or cybersecurity threats.

- *Focus on Core Business:* By outsourcing the management of technology solutions, organizations can focus more resources on their core business activities, boosting productivity and operational efficiency.

- *Strategic IT Spending:* MTaaS allows organizations to forecast their IT spending accurately, making it easier to allocate resources strategically and invest in other areas of their business.

Our standard SLA ensures precise, reliable service with clear guidelines and accountability, enhancing system performance and client satisfaction

Guaranteed Service		Any Solution
Easy Scalability	**MTaaS** Managed Technology-as-a-Service	Known TCO
Expert Management		Peace of Mind
No Capital Outlay		MCA Ownership

Our MTaaS program provides cutting-edge tech without ownership hassles, ensuring up-to-date flexible, scalable solutions with predictable costs
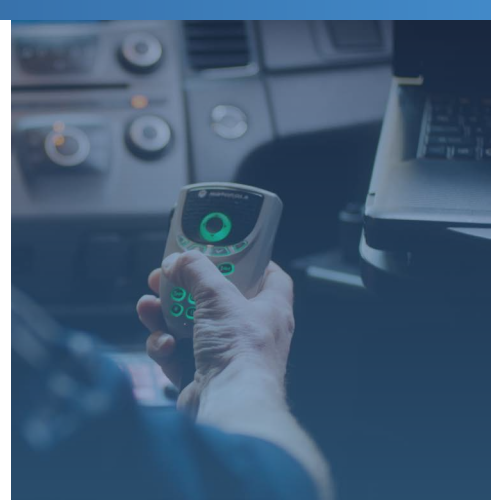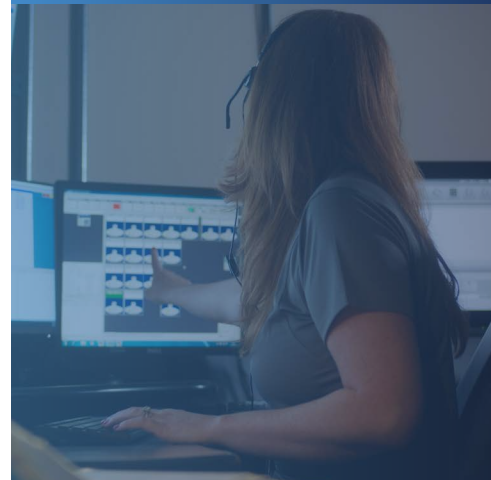
Why Choose MTaaS?

Choosing our Managed Technology-as-a-Service means partnering with a leader in technological solutions that is committed to ensuring your organization has the tools it needs to succeed without the traditional complexities and costs. Whether you are upgrading your security systems, enhancing your data management capabilities, or seeking more robust communication solutions, MTaaS provides a pathway to modernization with minimal hassle and maximum support.

Organizations that engage with MTaaS benefit from our comprehensive support structure, leading-edge technology offerings, and the expertise that comes with over three decades of service excellence. This service is particularly beneficial for those looking to streamline operations and reduce total cost of ownership while keeping technology current and aligned with business goals.
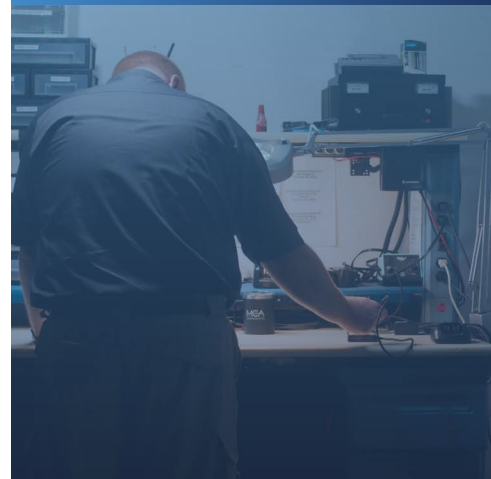
With MTaaS, you're not just accessing a service; you're investing in a partnership that grows with your business and adapts to its evolving needs.

SecurePlan™

MCA's SecurePlan™ is a pivotal program crafted to ensure customer-owned security systems *(video surveillance, access controls, and alarms)* are not just operational but optimized and resilient against threats. Designed to go beyond traditional warranties, SecurePlan™ offers a service level agreement that encompasses a breadth of services tailored to maintain and enhance your security infrastructure.

Core Features and Benefits of SecurePlan™

- *Proactive Monitoring and Mitigation:* At the heart of SecurePlan™ is our commitment to proactive system health monitoring. Using our in-house developed Sentry application, we continuously monitor your IP-based security devices, ensuring they function flawlessly. This allows for swift identification and mitigation of potential issues before they escalate, significantly reducing downtime and maintaining operational continuity.

- *Responsive and Comprehensive Technical Support:* SecurePlan™ ensures that your organization receives rapid, expert technical support. Our Client Service Center, staffed with industry-certified professionals, offers extensive on-site and remote diagnostic capabilities. With over 90 locations across 14 states, our responsive support team guarantees quick resolution times and enhanced system uptime.

- *Flexible Service Options:* SecurePlan™ is structured to cater to diverse needs through three distinct levels of service:

    ◦ *SecurePlan Limited™:* Includes 24/7 system health monitoring, alerts, and regular software updates.
    ◦ *Standard SecurePlan™:* Offers all benefits of SecurePlan Limited™ plus proactive issue resolution and on-site support with a guaranteed same-day response. This tier includes annual functional tests, free loaner equipment, and necessary replacements.
    ◦ *SecurePlan24™:* Designed for the highest security environments, this tier adds around-the-clock on-site service with a guaranteed four-hour response time, ensuring unparalleled support and security.

- *Cost-Effective Management:* SecurePlan™ protects your investment by controlling unexpected costs through a predictable service model. By providing comprehensive coverage, including preventive maintenance and swift issue resolution, SecurePlan™ ensures a lower total cost of ownership and maximizes the value of your security systems.

- *Trusted Partnership and Expertise:* MCA is more than just a provider; we are your security partner. We build trusting relationships through transparency and reliability, supported by decades of collective experience in high-profile projects across various industries. Our team's expertise is a cornerstone of SecurePlan™, ensuring that your security needs are met with the highest standards of excellence.

Why Organizations Choose SecurePlan™

Organizations opt for SecurePlan™ for its robust support framework, which ensures their security systems are always up-to-date and performing optimally. The tiered service levels allow businesses to select a plan that best fits their needs and budget, ensuring they are never without support when it matters most. From government agencies requiring high-security measures to corporations seeking to safeguard their assets, SecurePlan™ offers a reliable, cost-effective solution that not only meets but exceeds the stringent demands of modern security environments.

Fundamental	Comprehensive	Highest Security Environments
SecurePlanLimited™	**SecurePlan™**	**SecurePlan™ 24**

By choosing SecurePlan™, organizations can rest assured that their security systems are in capable hands, allowing them to focus on their core operations while we handle the complexities of system management and maintenance. Whether you're looking to protect critical infrastructure or ensure the safety of your premises, *SecurePlan™ provides the assurance and support needed to maintain a secure and resilient environment.*

SecurePlan optimizes your security investments, offering comprehensive maintenance, on-site support, and guaranteed response times

SecurePlan™

SENTRY

Sentry provides real-time system health monitoring and seamless issue tracking to maintain the integrity of your security infrastructure

Microwave Network Assurance Program (MNAP)

MNAP is specifically designed by MCA to ensure the reliability and performance of microwave communication systems, which are crucial for seamless, long-distance communications across various industries. This specialized program addresses the unique challenges and maintenance needs of microwave technology, including those integrated with MPLS networks, providing a critical service for organizations relying on these systems for their core operations.

MNAP offers a robust suite of services designed to maintain, monitor, and enhance microwave communication infrastructures. The program ensures that all aspects of a microwave system—from individual components to comprehensive network performance—are operating at peak efficiency and within regulatory compliance standards.

Key Features and Benefits:

*   *Comprehensive Support:* MNAP includes full support for both standalone microwave configurations and those integrated with MPLS networks, covering everything from routine maintenance to emergency repairs.

*   *Proactive Monitoring:* Leveraging advanced diagnostic tools, MNAP proactively monitors network health to prevent downtime. It identifies potential issues before they escalate into costly problems, ensuring continuous operation.

*   *Expert Maintenance:* Regular maintenance under MNAP is conducted by certified technicians who specialize in microwave technologies. This includes hardware inspections, software updates, and necessary adjustments to optimize performance and extend the lifespan of the infrastructure.

*   *Training and Upgrades:* MNAP provides training for onsite staff and facilitates system upgrades to incorporate the latest technologies and regulatory standards, ensuring the network remains future-proof and scalable.

Why Organizations Choose MNAP:

Organizations that depend on microwave communications for critical data transmission choose MNAP for its comprehensive coverage and expert management. The program is particularly beneficial for sectors such as telecommunications, broadcasting, and emergency services, where uninterrupted communication is vital. MNAP alleviates the operational burden of managing complex microwave networks, allowing organizations to focus on their primary business objectives without the technical distractions of network management.

MNAP not only assures the operational reliability of microwave communication systems but also supports their evolution by integrating new technologies and capabilities as they become available. This ensures that clients have access to the most advanced and efficient communication solutions, backed by MCA's commitment to excellence and customer satisfaction.
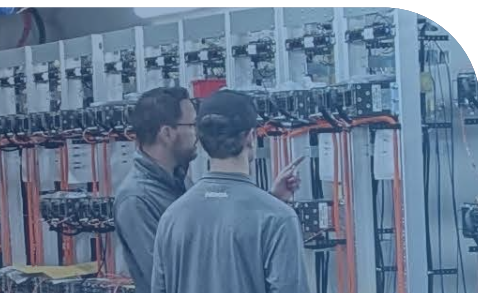
MNAP ensures your systems operate flawlessly with expert support, maintenance, and training for uninterrupted communications

IN REVIEW: Our Managed Services

MCA's Managed Services encompass a range of solutions, each crafted to meet the diverse security, operational, and budgetary needs of our customers.

Our expert teams, equipped with specialized skills and extensive certifications, deliver SLAs, MTaaS, SecurePlan, and MNAP with a focus on reliability, security, and cost-effectiveness.

We do more than implement systems; we integrate solutions seamlessly throughout your operations to enhance efficiency and security, making MCA the trusted partner for your technology needs.

MCA | Your trusted advisor for a safe, secure, and efficient workplace.

About MCA

MCA is one of the largest and most trusted technology integrators in the United States, offering world-class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations, and lives.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.

Our team of certified professionals across the United States delivers a full suite of reliable technologies with a service-first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

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