



CLIENT SERVICES AND OUR PEOPLE



THE MCS MANAGEMENT SERVICES DIFFERENCE

On-Site Business Support: Increase Business Agility

Outsourcing: Enables Expertise to Streamline Operations

Versatile Facilities Management: Eliminate Internal Support Burden

Managed Services: Providing Business Continuity Behind Every Position

MCS Management Services is a leading provider of on-site business support services, including mail center operations, shipping and receiving, records management, in-house litigation support, document and content management, and related professional services. Organizations throughout a multitude of vertical markets and the public sector turn to MCS to reduce operating costs, streamline operations, and enhance internal service levels. MCS Management Services is a division of The MCS Group, Inc. and is a certified Women-owned Business Enterprise (WBE).

As a nationwide provider of outsourced business services solutions, MCS Management Services is an innovative leader in the industry. Our core values center on providing exceptional people, and developing a healthy partnership with our clients. We are more than just a “vendor.”

Expertise - Why just staff a department when you can manage a department?

Some companies provide labor. MCS provides managed services. It is our service line specialists and industry experts that make the difference for our clients. The cost efficient management of business support service can only be achieved if you have a staff that knows what they are doing. No matter which of our services your organization needs, our training and access to best practices information gives our managers and associates the additional knowledgebase needed to effectively serve your needs. We also ensure that our positions are back-filled with qualified individuals who will fulfill the same service levels, business continuity, and alleviate any departmental vacancies during absences.

Integrity - Our people are the product

We take great care to recruit, train, educate and retain the best associates in the industry. Our people are motivated by maintaining the highest standards of client satisfaction, which routinely surveys above 98%. Another key to our high staff motivation is the upward mobility that many of our associates experience. While taking advantage of endless growth opportunities, our associates are able to work in versatile capacities across various types of industries within our diverse client base.

Partnership - Understanding how we can best serve you

This partnership requires an ever-vigilant effort to find efficiencies for the cost benefit of our client. We constantly bring value to our clients by engaging them on a multitude of levels: persistent meetings with MCS Business Analysts to further streamline operations, execute and deliver innovated projects carried out by MCS Client Technology Services, and magnify expenditure reductions through our Cost Savings Network (C\$N).

