

➤ Redefining the concept of outsourcing



How Do You Define Partnership?

MCS Management Services defines "partnership" as working together toward a single greater goal – streamlining your business operations. As your business partner, we assume complete responsibility for human resources, technology and operations management and provide you with ongoing system planning and management information.

With over 25 years of providing customized document management solutions to both the corporate and legal communities, we recognize that areas such as mail, duplicating, and other support services are in many ways the heartbeat of an organization. A poorly managed office services operation can decrease productivity, damage corporate image and create unnecessary costs.

Combining skilled and motivated employees with leading edge technology and a proactive management philosophy, MCS ensures that these functions do what they're supposed to – improve efficiencies throughout your organization, saving you time and money.

MCS Management Services provides:

- Mail & Distribution Services
- Duplicating Services
- Document Imaging Services
- Records Management
- Purchasing Management
- Facsimile Services
- Reception Services
- Copier Fleet Management
- Consulting
- Related Support Services

a unique approach



We pride ourselves on the quality and professionalism of our associates. Our goal is to perform at levels that meet, and more often than not, exceed, client expectations.





Our Product is Our People.

MCS has a unique approach to managing outsourced office support services. Our primary focus is on our own employees. It has been our experience that by retaining and developing the most highly motivated and well compensated team of customer service professionals, we as a service provider have been able to achieve the highest levels of customer satisfaction and client retention in our industry.

MCS employees have access to continuous training and development, career advancement opportunities and various recognition/reward programs. Our continued success is closely linked to our reputation as the place to work in the office services industry.

The Companies We Keep.

The family of MCS clients includes pharmaceutical companies, law firms, insurance companies, financial services organizations and high tech manufacturing companies.

The common denominator is the value-added support we provide to every MCS client. When you ask our clients about their experience with MCS, you will frequently hear terms such as service enhancement, cost reduction, and proactive management. This is how we develop long-term client partnerships that transcend the typical customer/vendor relationships.

The Power of Partnership.

While many outsourcing providers serve as distribution channels for manufacturers, MCS maintains a truly objective approach to incorporating office equipment and technology at our client site operations. MCS is free to partner with leading technology companies to identify the most appropriate technology for each client's requirements.

Our customized turn-key solutions typically provide our clients with such technologies as copiers/printers, mail processing equipment, document scanning systems, automated software applications and office services technologies.



it's about relationships



More companies than ever before are looking at outsourcing services to companies that have the experience to improve both productivity and quality... adding value to their organization at a competitive price and allowing them to focus on their core activities.

Identifying Challenges, Providing Solutions.

A primary value to the MCS outsourcing solution is in our **Operational Analysis**. It's during this phase that the value of our partnership first distinguishes itself, allowing us to focus on what is best for you:

1 Staffing Plan

We evaluate the work that needs to be done and identify ways to make the most productive use of labor to accomplish key goals. This includes adjusting shifts to meet workflow requirements, reducing overtime, better utilizing technology, and providing staggered schedules to optimize staff availability.

2 Vendor Neutral Technology Evaluation

As we are not owned by or affiliated with any equipment manufacturer or distributor, we will never recommend unnecessary or inappropriate equipment. Instead, we work to better position technology to meet your volume, speed and functionality needs. What's more, we can leverage buying power to provide aggressive pricing at a fixed cost.

3 Technology Assessment

Our operations team provides the expertise in product evaluation and acquisition of support-related technology. These recommendations allow us to propose more effective use of labor through increased productivity.

4 Detailed Transition Plan

Whether you are currently outsourced or managed by in-house staff, we have a proven track record of seamless transitions. We map out the hiring process, technology installation, staff training and feedback reporting.

5 Your Permanent Solution

The best part of our partnership is that the Operational Analysis is never over. Once we have started managing your services, we continue to evaluate how work is generated and how we can provide service more efficiently and more cost effectively.



continued excellence



Using Best Practices for Better Results.

One of the most intrinsic benefits of outsourcing core business functions is the utilization of best practices. Every MCS client receives customized Monthly Management Reports detailing every aspect of the services we provide.

MCS also distributes annual Customer Satisfaction Surveys to end users. In addition to providing valuable information to each client, these reports are analyzed internally to benchmark productivity and identify best practices. MCS hosts regional monthly manager meetings, providing a forum to share experiences and continuously develop and refine these best practices.

MCS is the Answer.

MCS Management Services demonstrates our commitment to excellence in each of our nationwide offices. Contact your nearest MCS office and see how we can exceed your expectations.

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