



DEDICATED TO YOUR SUCCESS

**Driving your Growth**

**Phone: (800) 274-1626**

[www.mcmservice.com](http://www.mcmservice.com)

# OUR COMPANY

## Your Partner in Success

Founded in 1980, MCM Corporation is proudly serving the mission to set higher standards in equipment maintenance and service industry for over four decades.

Since its inception, MCM has served a multitude of clients raise their service standards and streamline their equipment maintenance cost. Our sincere efforts and service excellence has helped MCM establish a reputation as a trusted and reliable leader in equipment maintenance & services.

Today, we stand as one of the biggest service providers in this industry boasting a global outreach. Headquartered in San Antonio, Texas we manage over 1,700 service locations in North America, Canada, US territories, and 230+ International locations.

Our international service coverage area includes Europe (EMEA), Asia-Pacific (APAC), and Latin America (LAR). We have locations within 30 miles of most cities and 7,000+ Field Service Technicians set up in a Tier-based model.

MCM has become a trusted partner for equipment manufacturing companies across a diverse set of industries.

# THE MCM DIFFERENCE

The Rapid Route to Sustainable Success

At MCM, all our efforts revolve around our definition of excellence. As a service provider, it is not just our own success that we seek, but also your satisfaction and growth. Our mission is to offer our clients the premium standard of quality, the highest level of support, and value that facilitate their growth. We move forth with a vision not just for our own company but for our clients and partners.

## MCM promises to deliver:



**Quality and  
Excellence**



**Savings and  
Value**



**Success and  
Support**

# CONTACT US

Contact Us Today!

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San Antonio, Texas 78216

## TOLL FREE

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## INTERNATIONAL NUMBER

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# OUR TECHNICIANS

## What Makes our Technicians the Best

Our knowledgeable and well-trained technicians provide professional on-site services. A skilled technician, who knows your industry, helps provide peace of mind when it comes to your investment.



### BACKGROUND CHECKED

Verification of no Criminal History associated with the technician



### CUSTOMER SERVICE SKILLS

Web Based Video training to educate them in their Interpersonal skills



### EDUCATION

Minimum of on Associates Degree or post secondary certification to enter into our equipment certification training programs



### TROUBLESHOOTING SKILLS

Passing score in troubleshooting before taking any onsite service calls



### EXPERIENCE

MCM technicians as on average have over 8 Yrs. of experience in the service industry



### CREDENTIALING

On-site credentialing techs pass all requirements to have access to critical areas to provide support



## On-Site Services

Facilitating Convenience and Cost-efficiency



When it comes to customer-centric solutions focused on your convenience and value, our onsite services top the list of our offerings. We realize the challenges faced by businesses in terms of cost and time management. This knowledge and understanding has driven us to build powerful on-site capabilities that can support high volume, multi-location international business.



From maintenance and installation to repair and replacement, we cover all major needs while bringing down the cost, time, and hassle involved in the process.

We provide you with a single point of accountability with efficient call processing. Our technicians can assess, diagnose, and resolve issues rapidly and conveniently.

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# Installation/De-installation Services

Ensuring Maximum Efficiency and Value



Proper and professional installation is critical to efficiency and performance of your equipment. We provide a complete array of installation and de-installation service to a diverse array of equipment for our clients and their customers. We provide our services all across the US as well as international locations.



With every piece of equipment we install, we are committed to providing your customers with the most comprehensive training to ensure their familiarity and competency with the equipment.

We promise a convenient and flexible scheduling to accommodate your timelines.

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# Preventive Maintenance

Vigilant Prevention for Brilliant Performance



When it comes to maintenance, MCM believes in one simple rule: prevention is better than repair. Regularly planned maintenance inspections can help avoid inconvenient, costly emergency service situations. Based on this belief, we provide a comprehensive preventive maintenance service customized to meet your needs. Preventive maintenance by MCM extends the life of your equipment,

reduces the chances of unexpected failures, and solves problems before they become problems.

Our preventive maintenance services are available for a diverse range of equipment belonging to different industries and areas of trade. Our focus is to help our clients perform their operations with minimal downtime and interruption.

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# Warranty Consulting Services

Build Credibility and Customer Trust



MCM offers warranty consulting services that includes proper analysis of your current warranty model. Our highly qualified and experienced experts offer valuable recommendations as to how you can improve it. If you need to build a warranty support program from the ground up, we are well equipped to meet that request. We have the flexibility to deliver solutions quickly and cost-effectively.



MCM helps you grow top-line (warranty) revenue while improving operational performance, implementing premium service, and creating that positive customer experience your organization strives to achieve. We bring to the table not just extensive industry knowledge and experience, but also unparalleled warranty knowledge and intellectual capital.



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# Parts Management

Piecing Your Success Together



One of the most crucial aspects of equipment maintenance and management is availability of parts and components required for their optimum performance. Due to our years of industry experience, MCM boasts a network built on strong and long business relationships and ties. With access to a huge inventory of parts, we ensure the delivery of the right components at the right time.

MCM operates one of the most sophisticated parts management systems in the industry, ensuring that parts are always available when you need them. We are a team of experts who not only understand your needs but also help you streamline and optimize it.

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# Call Tracking

A Better Track for Your Business



At MCM, we work with our corporate clients to help them improve almost all the processes and functions related to the equipment they manufacture or use. Our experience with a multitude of clients from various industries has offered us profound understanding of elements that remain equally important for every business aiming for long-term growth and sustainable success.

Keeping track of your service calls is near the top of that list.

MCM offers a solution that covers electronic dispatching and monitoring of all service calls. MCM's "mNet" is a state-of-the-art, web-based service management tool that simplifies the management of your service program.

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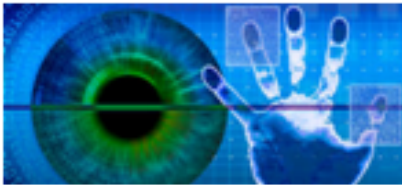
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# Training Programs

Expedited Growth through Enhanced Efficiency



MCM Corporation offers services that span various areas including training regarding maintenance, repair, and usage of the equipment you deal in or work with. Our service covers a diverse range of training and certification courses for our technicians, your employees, and your customers.

Our training programs specifically designed, tailored, and streamlined for your equipment. We develop programs based upon your preferences and manage the whole process for you. MCM will make sure that the people who are going to operate and maintain the equipment can do so efficiently and effectively so that your equipment continues to operate at peak performance.

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# HelpDesk

From Comprehensive Services to Complete Support



MCM has dedicated its service to help equipment manufacturing companies improve their management, decrease costs, and increase profitability with regards to the equipment they deal in. Help Desk solution is an extension of our services focused on three major areas of concern; operational and staffing cost, downtime, and end-user satisfaction.

We provide the fastest support and help on the phone offered by our team of trained specialists. Our experts diligently respond to every call they receive providing agile and appropriate support that ultimately helps you deliver the service and satisfaction you promise your customers.

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## Pre-Site Survey

Success Starts with the Right Assessment



MCM believes that the key to delivering the highest level of customer satisfaction is an in-depth understanding of our clients need. We understand that there's a lot that remains undefined during the consultation session. That is the reason why we offer a complete and comprehensive site survey prior to installation, repair, or maintenance service.

The survey covers all the information that can save a great amount of effort, time, and, money.

Our pre-site survey is conducted by experts who are well aware of the critical areas that can cause issues during the installation phase. We conduct the survey according to the specifications unique to your equipment and your customers' location.

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## Roll-out Services

The Rapid Route to Sustainable Success



MCM understands the criticality of time and cost when it comes to product/project rollouts. That is the reason we have introduced our international project rollout service, which offers rapid rollouts and site preparation, for all of your customers' locations across the globe.

If you need to complete a major project in a limited amount of time, think of MCM as your international project rollout partner. No need to build or maintain your own team, our international group of trained field technicians are scalable, reliable, and work equally well for multi-location and multi-national deployments. We can customize our services to accommodate OEMs, distributors, resellers, system integrators, and end users

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## Depot Repair Services

From Comprehensive Services to Complete Support



Organizations are always looking for ways to increase profitability – ideally by reducing costs without impacting the organization. Our depot-based repair/maintenance service reduces costs without sacrificing quality. MCM depot repair drives profitability by automating the entire in-house repair process, from the creation of the Return Material Authorization (RMA) to billing and shipment of the repaired product back to the customer.

Customers are able to minimize down time with exchanges and loaners while products are being serviced. Your customer simply calls MCM Corporation and speaks to a support technician who is certified with your equipment. The support technician will provide answers to hardware, configuration, or operational associated questions. When it is necessary to return faulty equipment for repairs, the technician will provide a return authorization label with your company logo.


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# GLOBAL PRESENCE



Argentina	Denmark	Iceland	Portugal	Switzerland
Australia	Finland	Italy	Puerto Rico	Taiwan
Austria	France	Jamaica	Republic of Georgia	Thailand
Belarus	Egypt	Japan	Romania	Turkey
Belgium	Germany	Korea	Russia	UAE
Brazil	Greece	Malaysia	Saudi Arabia	United Kingdom
Canada	Guam	Mexico	Scotland	United States
Chile	Hungary	Morocco	Singapore	Venezuela
China	India	Netherland	South Africa	Vietnam
Columbia	Indonesia	Norway	Spain	Wales
Costa Rica	Ireland	Philippines	Sweden	
Czech Republic	Israel	Poland		



The logo for MCM Corporation features the letters 'MCM' in a large, bold, blue, 3D-style font. Below this, the word 'CORPORATION' is written in a smaller, green, 3D-style font. The background of the page is white with abstract, flowing, light-colored curves in shades of blue and green.

**Contact us to learn more about our services!**

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