



Protect Your Communications Investment

TRACK | MANAGE | MAINTAIN



PROTECT YOUR COMMUNICATIONS INVESTMENT

When it comes to communications asset tracking, standard asset tracking practices don't cut it. The complex nature of radio communications demands a tool that does more than simply track an asset- this equipment must be managed. This requires a feature set that can account for all the intricacies that come along with effective communications asset management, which is exactly what MCM offers.

Using our extensive experience in asset tracking software, MCM has developed a suite of applications that are specifically designed to track, manage, and maintain communications assets. By relying on heavily customizable feature sets and proven workflow processes, we guarantee that our solution will meet the individual needs of every communications shop we walk into. Huge investments are made in the critical area of communications. Protect those investments with a solution from MCM Technology.



Solution Offerings

Our solutions are built around the idea that every communications operation is different. What is imperative for one operation may be a non-factor to another. Therefore, we created an offering of solutions that could be customized on-the-go to meet each customer's exact needs. To accomplish this, we developed an architecture where by way of different modules, features could be added and removed based on the customer's specific requirements.

• CORE APPLICATIONS

Each Core Application contains a standard set of integrated modules that work together to provide all the tools necessary to effectively track, manage, and maintain communications assets. While each Core Application is fully operational on its own, additional modules known as Enhancement Applications can be added to the Core Application to ensure that it meets the customers needs.

COMMSHOP360°

CommSHOP 360° is built for customer owned and maintained (COAM) radio systems-places where work orders, preventative maintenance, and radio configuration are a part of everyday life.

COMMASSET360°

CommASSET 360° is an interface capable application designed for rock solid asset tracking. It transforms piles of paper work and spreadsheets into a collection of organized digital records.

COMMXPRESS

CommXPRESS offers the same features as CommASSET 360° in an "off the shelf", hosted-only package. It is designed for organizations with significant asset management needs but limited resources.

• ENHANCEMENT APPLICATIONS

Enhancement Applications are optional modules that allow customers to customize the functionality of their Core Application. Each one is designed as a stand alone program that fully and seamlessly integrates into the Core Application for efficient data sharing and reporting between modules.

- **CommSHOP *mobile***
- **ID Management**
- **Mobile Asset Assistant (MAA)**
- **Recurring Billing Management**

- **SightMAP**
- **WebASSET Manager**
- **WebSERVICE Manager**
- **WorkFLOW Alerts**

Technical Services

Implementing a system-wide solution can be a complicated and intimidating processes. Therefore, MCM deploy an entire team of people to make sure every project we take on is a long-term success. From project manager who will work along side you every step of the way, to a dedicated support team that can handle any question or issue that might arise, we take every measure to guarantee a smooth installation and transition.



IMPLEMENTATION

A successful implementation is vital to the long-term success of a solution. From converting your existing data and loading it into the software, to on-site installation and training, we go the extra mile to ensure your project starts on the right foot.

TECHNICAL SUPPORT

A solution is only as good as the people using it. Therefore, we provide a toll free support hotline as well as an array of online support tools designed to keep your operation running at maximum efficiency at all times.

VERSION UPDATES

As technology advances, so should your software. That's why we never stop improving the functionality of our solutions. Through annual updates, we make sure that your solutions stays on the cutting edge of technology.

Delivery & Licensing Options

When it comes to delivery of our solutions, we offer two different options- On-Site, where the application resides on the customer's servers, and Hosted, where we house the application in our hosted environment. While there are pros and cons to both, On-Site continues to be the preferred delivery method as of today. However, as the popularity of cloud technology grows, we have seen noticeable shift towards the Hosted model.

ON-SITE, CUSTOMER HOSTED

With the On-Site, customer hosted offering, the Client purchases the software application and it is installed on their network. The client then pays an annual maintenance fee that covers technical support and annual software updates. The client is responsible for providing all hosting hardware and software, including servers, OS licensing, SQL licensing, and sufficient connectivity to client work stations. They are also responsible for backups, security, and general maintenance of the application. This model is ideal for larger organizations who require complete control of their application.

OFF-SITE, PROFESSIONAL HOSTING

With the Hosted offering, MCM provides hosting services at a professional hosting facility. This includes housing the application, backups, security, updates, and maintenance. As for licensing, the standard offering for the hosted method is our subscription offering, which is a more cost-effective option that allows clients to "rent" the software for a monthly fee that includes both the software license and maintenance cost. This offerings is ideal for clients with a smaller fleet of assets or those who do not have the desire to manage an enterprise class solution in-house.

ABOUT OUR HOSTING FACILITY

The popularity of the Hosted model has been steadily growing over the last few years. With improvements in technology making it easier to work outside the office, many organizations are attracted to the idea of accessing their data from anywhere at anytime. However, security and uptime are still top priorities. Therefore, MCM partnered with Venture Technologies to ensure the best possible hosting experience. Venture's 10,000-sq. ft. facility features best-in-class network, security, and power infrastructures. Their Data Center is powered by VTCloud®—an agile, scalable, fully virtualized pool of server, storage, and network assets—that powers Venture's portfolio of VTCloud® Services. Their engineering, operations, and help-desk staffs use robust tools and industry best practices to deliver award-winning service. Services include aggressive SLAs—up to 99.999% uptime.

Learn more at ventech.com.

Features Breakdown

core application

<i>features</i>	CommXPRESS	CommASSET 360°	CommSHOP 360°	
	Agency Management	✓	✓	✓
	Asset Management	✓	✓	✓
	Metrics & Reporting	✓	✓	✓
	Enhancement Applications		✓	✓
	Custom Configuration		✓	✓
	Work Order Management			✓
	Parts Inventory Management			✓
	Purchase Order Management			✓
	Project Management			✓



If you would like to learn more about our solutions, or speak to some of our customer references, please contact us at (877) 626-6157 or visit us on the web at www.mcmtechnology.com.