



*Protect Your Communications Investment*

**TRACK | MANAGE | MAINTAIN**



# PROTECT YOUR COMMUNICATIONS INVESTMENT

Having immediate and constant access to accurate data is fundamental to effective asset management. Using log books and spreadsheets to manage assets limits access, requires careful versioning and struggles to record device-level transaction detail over time. And broad-based, standard asset management offerings don't fully capture the unique requirements of a radio communications operation, resulting in low user adoption and overall value to your operation.

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. Built upon years of experience solving radio-centric problems alongside radio professionals, our solutions allow users to easily search, update and report asset data resulting a more accountable, efficient and profitable operation.



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## Solution Offerings for Municipalities

Our Municipal line of solutions is 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. 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.

### CommSHOP 360°

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.

### CommASSET 360°

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.

*Optional Enhancement Applications: CommSHOP mobile, Radio ID Management, Mobile Asset Assistant, Recurring Billing, SightMAP, WebASSET Manager, WebSERVICE Request, WorkFLOW Alerts.*

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## Solution Offering for Two-Way Dealers

Because managing a municipal communications shop and a two-way dealer communications shop vary in many ways, we created a tool specifically for use by two-way service shops. It combines the powerful asset tracking tools found in our other applications with a feature set specifically designed to meet the asset management needs of two-way dealers.

### XpressTRACK 360°

XpressTRACK 360° is a hosted-only asset management application that allows your shop to record device level information about the assets you are maintaining. It also serves as an asset tracking tool for your customers. By logging into a secure web portal, your customers can make changes to asset information such as ownership, alias and status in real-time, so everyone always has access to the most updated records.

## 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 hot line 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.

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## 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.](http://ventech.com)

## Features Breakdown

	CommXPRESS	CommASSET 360°	CommSHOP 360°	XpresSTRACK 360°
Agency/Customer Management	●	●	●	●
Asset/ Equipment Tracking	●	●	●	●
Work Order Management			●	
Inventory Management			●	
Web-Based Applications		●	●	●
Add-On Applications		●	●	
Project Management			●	
Standard Reporting	●	●	●	●
Custom Reporting		●	●	



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](http://www.mcmtechnology.com).