

# **M/C Service Solutions Announces City of Detroit Contract**

## **City of Detroit Awards M/C Service Solutions Desktop Support Contract**

### **FOR IMMEDIATE RELEASE**

TROY, MI – April 8, 2004 - M/C Service Solutions, a leading desktop support and remedial maintenance service provider, is pleased to announce the addition of the City of Detroit as one of its newest clients.

M/C Service Solutions in conjunction with their diversity partner, Dopar Support Systems, will be providing desktop support to 17,000 IT devices encompassing most City offices and agencies

“We are very pleased to partner with the City of Detroit in enhancing the level of desktop services provided to City users. Our solution brings considerable savings to the City while increasing the level of service, operating as an extension of the City’s IT team. In addition, this engagement enhances our governmental practice and further solidifies our commitment to diversity programs with Dopar Support Systems,” said Scott Goemmel, Vice President for M/C Service Solutions.

M/C Service Solutions is differentiated from their competition based on a combination of their flexibility and unique delivery approach. Their solutions incorporate the principles of asset management throughout the support lifecycle, providing actionable information their customers use to improve IT decisions. This is achieved by leveraging support knowledge across 3,000 customer locations, 200,000 supported IT assets, spanning 38 states.

### **About M/C Service Solutions**

M/C Service Solutions is dedicated to delivering the highest quality customer satisfaction in the IT Service and Support market. By managing customer relationships as an extension of their team, M/C provides a very customized and personal understanding of any unique business issue, personality, and support requirement. M/C Service Solutions currently supports more than 3,000 customer locations in over 38 states. For more information call 800-451-4429 or visit [www.mc-ss.com](http://www.mc-ss.com).

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