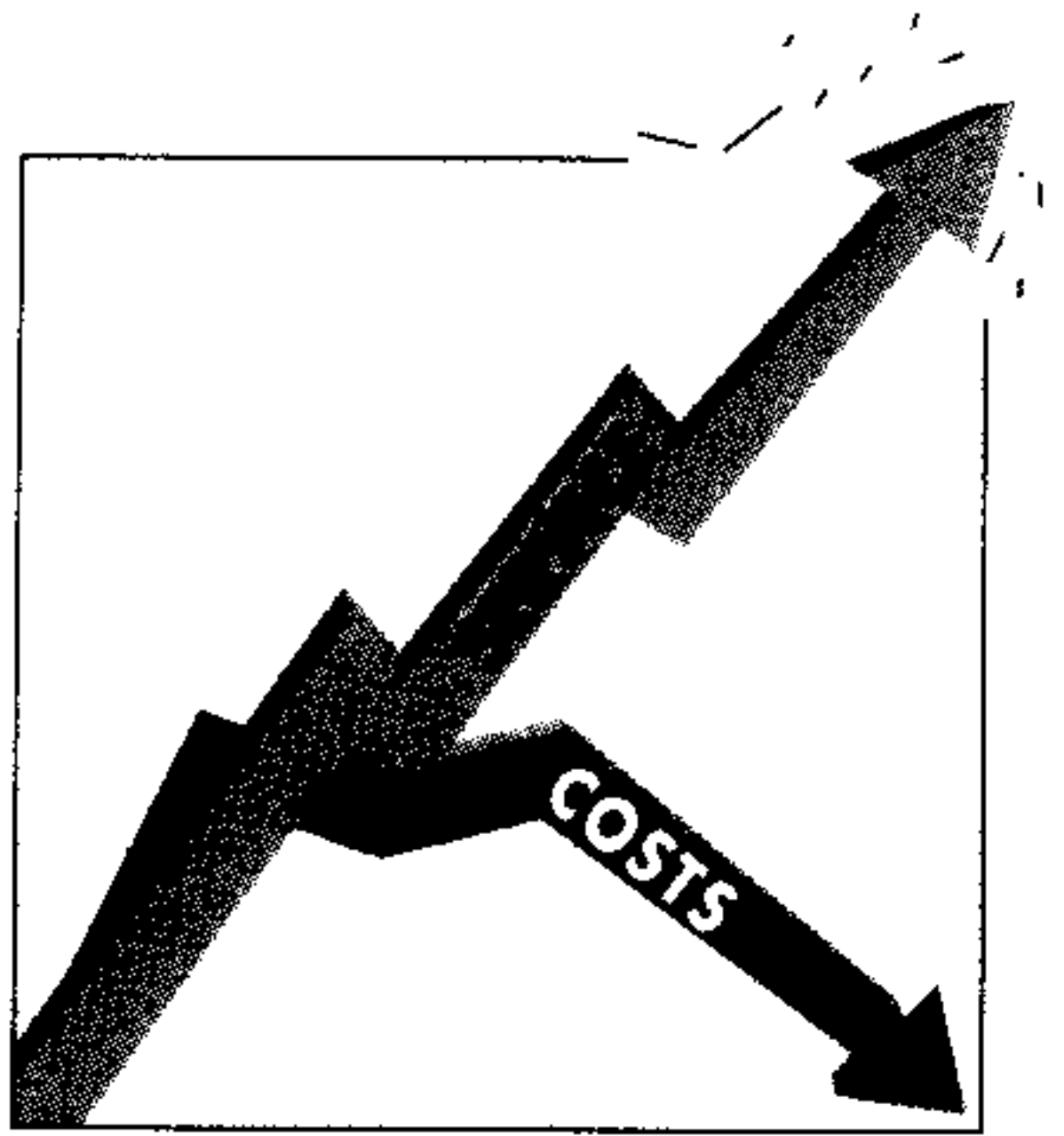


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NSN Helps Solution Provider Reduce Costs, Raise Service Levels



A \$50 billion financial services company wants you to provide remedial maintenance and hardware break/fix services to 80 locations, spread across 30 states. You have just one location. What do you do?

If you're M/C Service Solutions (MCSS), a wholly owned subsidiary of O/E Systems, you call the National Service Network. "NSN allows us to deliver service nationwide," said Scott Goemmel, director at MCSS, based in Troy, Mich. "We can cost-effectively place technicians and parts on-site as needed, without maintaining offices around the country. This means we can offer our customers more competitive rates."

This service delivery model is one of three key components in MCSS's value add. The second is flexibility. Corporate cultures continually evolve, and

companies routinely acquire other businesses or spin off existing divisions, so adaptability is crucial to sustaining a relationship.

"We can adapt to changing customer requirements, which is especially important when it comes to large companies," Goemmel said.

The third component, communication — in the form of extensive reporting — is also essential. MCSS serves as the single point of contact for all customer calls, so customers can easily obtain service. The company also tracks support costs in detail, allowing it to give customers a comprehensive picture of repair trends and recommend long-term solutions that reduce the total cost of ownership.

MCSS also complements its help desk, equipment repair and asset management competencies with lifecycle management solutions and inexpensive replacements and hot spares from sister companies M/C Leasing and Second Wind PC. ■