



STRATEGIC TECHNOLOGY ASSESSMENT SERVICES

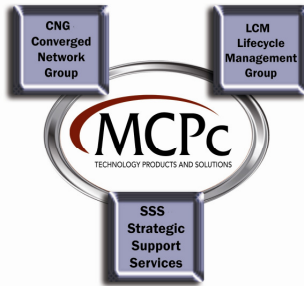
Identifying opportunities for significant improvement in organizational effectiveness.

2010

INTRODUCTION

Overall Approach – “The MCPc Way” and Unique Value Proposition

MCPc is a leading supplier and integrator of technology products and solutions. We make doing business easier by reducing the complexity associated with technology selection, purchasing and deployment to help customers maximize their IT investments. Headquartered in Cleveland, Ohio, MCPc operates from 20+ locations, representing over 300,000 products.



As a leading integrator of technology solutions, MCPc drives business results in eight areas: IT Lifecycle Management, Data Center Solutions, Printing and Imaging, Network Solutions, Audio Visual Integration, Network Security, Software Licensing, as well as a comprehensive Business Supplies offering.

MCPc has found that our customers are seeking technology partners who can assist them to develop long term technology strategies which maintain existing technology investments while simultaneously integrating new technology solutions that impact the bottom line.

MCPc’s multi-practice approach empowers customers to reach their potential by:

- **Collaborating to develop a clear technology vision of their future**
- **Working to co-develop an effective acquisition and deployment strategy**
- **Implementing the solutions to deliver results**
- **Maintaining these solutions during the appropriate technology lifecycle**

MCPc maintains this pragmatic focus to ensure that we deliver real value through practical technology initiatives. This applies across the full range of offerings from all eight MCPc technology practices. In terms of focused technology assessments, MCPc can provide focused analysis and recommendations in the following key areas:

Strategic Technology Assessment*

MCPc can provide a general Strategic Technology Assessment that can identify general technology needs and opportunities for significant improvement in organizational effectiveness. The outcome of this type of a general strategic technology assessment can include any combination of the following deliverables:

- ***Technology Vision and Goals*** – How technology, particularly emerging technology, will enhance the company’s business strategy/mission and goals for more effective service delivery and organizational efficiency.
- ***Basic Operational Recommendations*** – A general review of operational procedures and processes including an emphasis on “quick-hits” that require smaller investments, but result in cost savings.
- ***Staffing Skill Set Assessment*** – What skill sets should your staff have to effectively managed technology and do the individuals in place have those skills. As part of the

staffing skill assessment, an insourcing vs. service based assessment can be completed to determine the appropriate balance of internal vs. external resources.

- **Strategic Investments** – Technology that focuses on the organizational mission. Cost benefit analysis will be conducted on the multiple investment options for each potential investment across the IT project portfolio and plan.
- **Timeline and Budget Scenarios** - Multiple budget summary options may be presented based on the scope of the assessment.
- **Evaluation Metrics** – An outline for determining the scope and scale of effectiveness in the recommended technology implementation which allows for improved management of the IT Portfolio.

**Based on the customer's Strategic Technology Assessment requirements and corresponding scope of work, MCPc may partner with an organization that specializes in the required core competencies.*

Printing & Imaging Total Cost Of Ownership Assessment

Through MCPc's Printing & Imaging Total Cost of Ownership (TCO) assessment, our team of technology experts will conduct an analysis of your organization's printing and imaging equipment, supplies and application requirements to determine the current "footprint" of this technology. Based on this analysis, MCPc works with the customer to identify, reduce and manage the TCO for network based printing and imaging. If your plans include device consolidation, automating paper-based workflow or supply chain consolidation, MCPc's assessment process can produce real value. With our team of best-practice experts, MCPc can assist you in reducing your total cost of creating and managing documents and associated technology by 15 to 30%.

Communications Infrastructure Assessment

At MCPc, we understand how network management, performance optimization and voice/data/video convergence can effect the way your organization does business. Through our Communications Infrastructure Assessment, MCPc analyses your current communications infrastructure to determine challenges in the environment. Upon completion, MCPc can make specific recommendations that address hardware end of life concerns, performance upgrades and state-of-the-art communications solutions that integrate voice, video, data routing, switching, backup and security.

Our experience allows us to help organizations select, manage and maintain their network communications, as well as their existing information technology needs. As we grow with our customers, MCPc can readily recommend solutions that help a business run easier and smarter.

Wireless Assessment

Through an initial Wireless Assessment, MCPc's wireless solution experts can work with our customer's network infrastructure to extend secure access to employees working in the office, at home or on the road. The initial assessment process can include site surveys, design services and security/management planning. Upon completion of an assessment, MCPc is positioned to successfully implement secure wireless mobility solutions that can help increase staff productivity, improve organizational responsiveness, and collaborate more effectively as an organization.

Telecommunications Services Analysis

Through our detailed Telecommunications Services Analysis, MCPc can help your organization find the best carrier solution based on your specific voice, data and/or video communications needs. MCPc starts by reviewing your existing billing records and corresponding service designs which result in recommending changes, negotiating credits or re-designing your rate and service plans based upon your specific business needs.

MCPc takes an agnostic approach to carrier recommendations as we work with or represent (resell) virtually all of the major players in the industry. Additionally, our carrier relationships allow MCPc to negotiate highly competitive offerings that can be presented through a multi-carrier analysis, so your organization is positioned to make an educated carrier decision. Finally, upon selection of the best carrier solution, MCPc can provide turnkey project management services for all aspects of the carrier implementation process.

Remote Collaboration Analysis

Used effectively, remote collaboration tools have a dramatic effect on the way people do business as well as the productivity gains they can derive. Today, collaboration systems transcend simple "talking heads" on a screen. The ability to easily share any type of information has added another dynamic to video/audio/web communications, often previously not even possible in a local meeting. This results in accelerated turn around times for organizational decisions, go-to-market strategies and overall competitiveness.

MCPc's Audio Visual Communications Group provides solutions that enable our customers to assess and implement remote collaboration technology (audio/video/web conferencing, streaming, live collaboration and recording). Though a Remote Collaboration Analysis, MCPc works with your organization to identify areas where this interactive technology can make a positive impact on productivity, effective communications and travel's unnecessary influence on the bottom line.

Data Center Assessment

For today's organizations, it is critical that computer and storage systems reside in an environment designed and managed appropriately. Data centers and computer rooms should be built to accommodate the appropriate levels of power, cooling, humidity, security and serviceability requirements. A MCPc Data Center Assessment can provide your organization will valuable insight into how these key areas can be better managed and/or improved.

The Data Center Practice at MCPc is intentionally aligned with only the most well-known and respected manufacturers and vendors to ensure solutions that are cost-effective, reliable, serviceable, and built to offer the best performance. We work hard to maintain the technical staff, certifications and authorizations needed to assist our clients with implementation and maintenance of their computer and storage systems. Our goal is to engage as your trusted business partner to make it easier for you to keep your critical data center or computer room running at peak efficiency.

Lifecycle Management Analysis

The MCPc IT Lifecycle Management (LCM) Program offers an easy way to help our customers manage their computer inventory, while leveraging existing technology. MCPc's team of

experienced LCM solution architects can provide an assessment to delineate best practices for acquiring, imaging, deploying and disposing of personal computers.

Post assessment, MCPc's technical staff will work with your organization to update PCs at regular intervals so you can utilize the latest software components, making the most of your current computer infrastructure. MCPc's LCM group ensures that your systems are configured, installed, upgraded, resold or disposed of, based on your ongoing business needs. MCPc can help lower deployment costs, optimize productivity for your employees, and help manage your business through the life of your technology products.

Software Licensing Analysis

Purchasing software in today's technology environment can be complex, confusing and difficult due to the myriad of options that exist between products and providers. MCPc's Software Licensing Group can provide an independent assessment of your organizations current software procurement practices to identify the best course of action for selecting, purchasing and managing software throughout its entire lifecycle.

MCPc can provide multi-vendor support across a wide variety of software solutions including:

- Microsoft ● Symantec ● Adobe ● Citrix ● Trend Micro ● Computer Associates ● McAfee ● RSA

In addition to software acquisition and TCO strategies, MCPc is also positioned, through a business partnership with Allin Consulting, to provide advanced Microsoft application development, integration and implementation services. If your organization is challenged with a Microsoft related issue, MCPc can provide valuable consulting and services related assistance.

Business Supplies Sourcing Assessment

MCPc specializes in business supplies procurement programs that assist organizations in consolidating product vendors, incorporating standards and simplifying internal processes. In addition to competitive pricing, MCPc has developed a powerful web based sourcing engine (**MCPconnect**) that allows for our customers to utilize specialized workflow processes for the products offered in our solution set.

Some of our office product categories include:

- Office Furniture ● Storage Products and Peripherals ● Organizational Supplies ● Forms, Filing and Labels ● Mailing and Shipping ● Writing Instruments ● Paper and Printing Supplies ● Safety and Security Products

Beyond the wide array of technology products and services, MCPc also offers a vast selection of office products and supplies. If interested, MCPc can provide a Business Supplies Sourcing Assessment to determine if MCPconnect can provide benefit to your organization.

Network Security Assessment*

Manageable, secure access for those who connect to your IT systems and fail-safe protection against those who should not is critical to any organization. Through MCPc's Network Security

Assessment, our staff of certified security professionals can assist your organization to determine your network security weaknesses, goals and objectives.

Ranging from audited access to a network device through designing a comprehensive network security strategy for an entire enterprise, our team stands ready to assist in meeting your network security challenges.

**Based on the customer's Network Security Assessment requirements and corresponding scope of work, MCPc partner with an organization that specializes in the required core competencies.*

In order to engage MCPc in any of the above assessment services, you can submit your request through your account representative or call MCPc at 800-777-7178.