



MCP Enterprise BPO Services

DOCUMENT MANAGEMENT & FACILITIES SERVICES

MCP offers integrated BPO service
and technology solutions for the
workplace of tomorrow





*We deliver document
management & integrated
facilities services for leading
corporate, educational, and
government environments*

OUR DOCUMENT MANAGEMENT & FACILITIES SERVICES APPROACH

MCP Enterprise BPO Services is a leading workplace solutions provider that helps clients to optimize their business processes and improve operational efficiency. MCP offers a full range of managed services focused in three areas of practice: document management, facilities services, and professional services.

Our **Document Management Services** business offerings include Mail Management, Production Print, Document Scanning, Records Management and Managed Print Services. Our services integration approach blends more than a decade of document expertise with **Facilities Services** and Office Services, and compliments our **Professional Services**, portfolio which includes Asset Management, Consulting, Vendor Management and Project Administration. Our vertical industry presence includes consumer goods, financial services, insurance, higher education, energy, chemicals, telecommunications and technology and government.

We bring programs and processes other firms cannot match:

INTEGRATED SERVICE DELIVERY

Our Document Management & Facilities Services team works seamlessly together, with our Service Delivery Operations (SDO) resources to assess your business requirements. Our service delivery team leverage the MCP Optimization Platform to ensure everyone is focused on achieving optimal customer experience outcomes in line with your strategic goals.

NATIONAL OPERATIONS CENTER

Your local On-site teams are supported by our team of experts at the national operations center who ensure that we are delivering on our Operational Excellence promise.

MCP GREENCLEAN®

MCP Enterprise BPO Services is an industry leader in comprehensive sustainability programs for paper and waste management recycling practices.

SERVICES

Our business process outsourcing service and technology experts work in partnership with you to ensure that your business information, whether in paper, digital or both remains accessible and secure. With rapidly changing trends in the digital document management landscape, to changing facility configurations to accommodate strategic workplace initiatives, and an increasingly mobile workforce - MCP is delivering added value, technology solutions and innovation for client organizations through a comprehensive portfolio of Document Management, Integrated Facilities Services and Professional Services.

DOCUMENT MANAGEMENT & FACILITIES SERVICES

Mail, Print and Records Management

Our Six Sigma experts are at the forefront of helping clients assess their current document management environment, design strategy, and finally implement advanced process and technology solutions that optimize your critical communications - including physical and digital mail, production print, imaging, and records management.

Integrated Technology & Process Solutions

Our clients leverage MCP's best-in-class integrated technology solutions and domain expertise in print, mail, and records to transform their environments into world-class services operations.

Managed Print Services & Print Management

As a market leader in managed print services, MCP has the tools, resources, and experience to drive efficiencies throughout your organization. We support all aspects of your print output environments, including service desk, break-fix, supplies management and procurement.

Digital Mail Services

MCP has developed 'new services suite' to accommodate mobile workers who travel frequently. Our Digital mail service enables MCP to scan and send their USPS mail to their tablet, smart phone or laptop giving mobile workers 24/7 access to their important business mail.

Central Receiving & Smart Lockers

MCP provides central receiving & shipping services to manage packages for corporate, educational and government clients. For mobile workers who travel frequently, we now offer a Smart Locker service which provides users with 24/7 access to their packages. Recipients receive a notification of package arrival via email, which includes a four-digit code to enable them to access their package from a central lobby location. It is fast, efficient, convenient, cost-effective - and managed as part of a comprehensive solution from MCP.

Conference Room Management

Our facilities services team provides conference room management services that are well-organized, efficient and technology driven. We provide a turnkey solution to handle everything from room scheduling and configuration to AV setup, food service and final breakdown and cleanup.

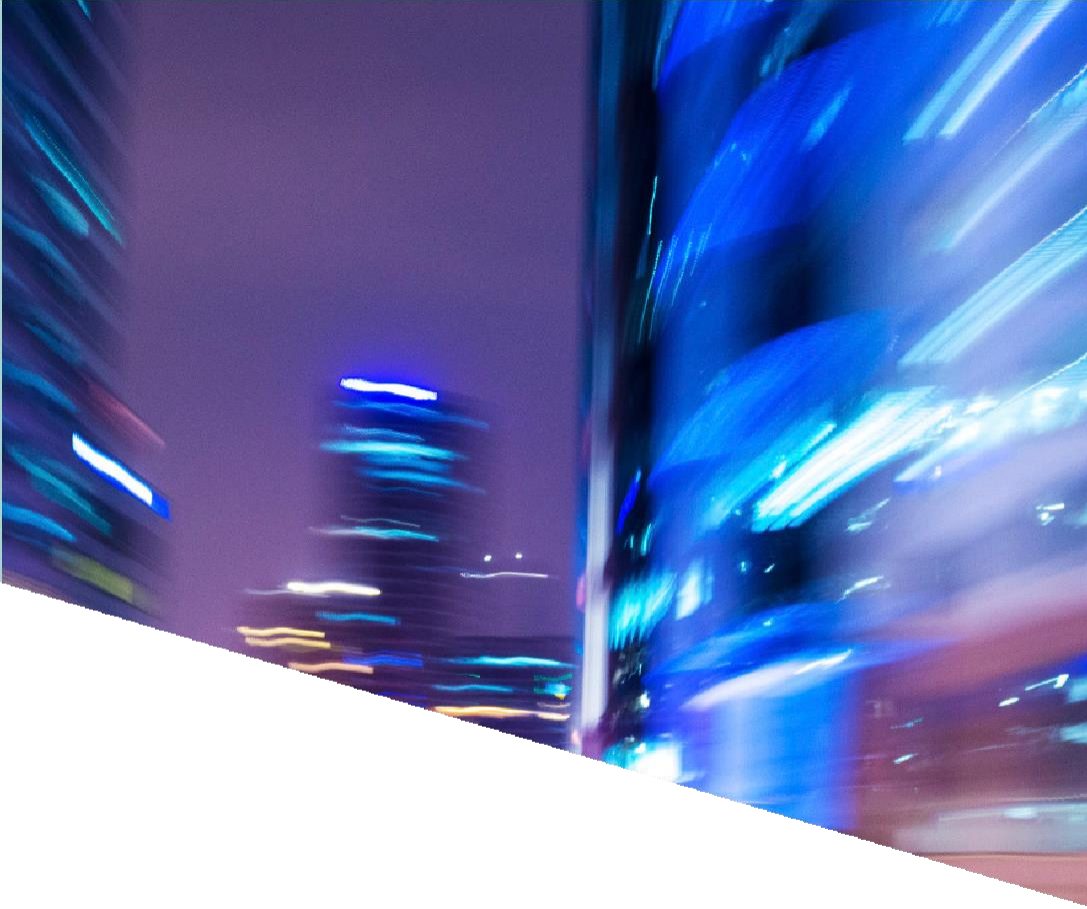
Receptionist and Switchboard Services

We provide professional receptionist services who actively engage your guests, vendors, and executive visitors by offering a unique first-impression customer experience on every visit.

Sourcing and Vendor Management

MCP acts as a single point of contact, partnering with best-in-class vendors and suppliers to provide the optimal mix of self-performed and contracted services to meet your quality and cost goals. This approach enables MCP to minimize the time, effort and resources clients spend on managing vendor relationships.





MCP ENTERPRISE BPO SERVICES DELIVERS VALUE

OPERATIONAL COST SAVINGS

Efficiencies in business process and vendor management drive down operational spend while maintaining or increasing service level quality.

CUSTOMER SATISFACTION

Our top priority is providing excellent service to end-user communities who work across the organizations we serve and utilize the services we manage, as measured by service scorecards, audits, and customer surveys.

VENDOR MANAGEMENT

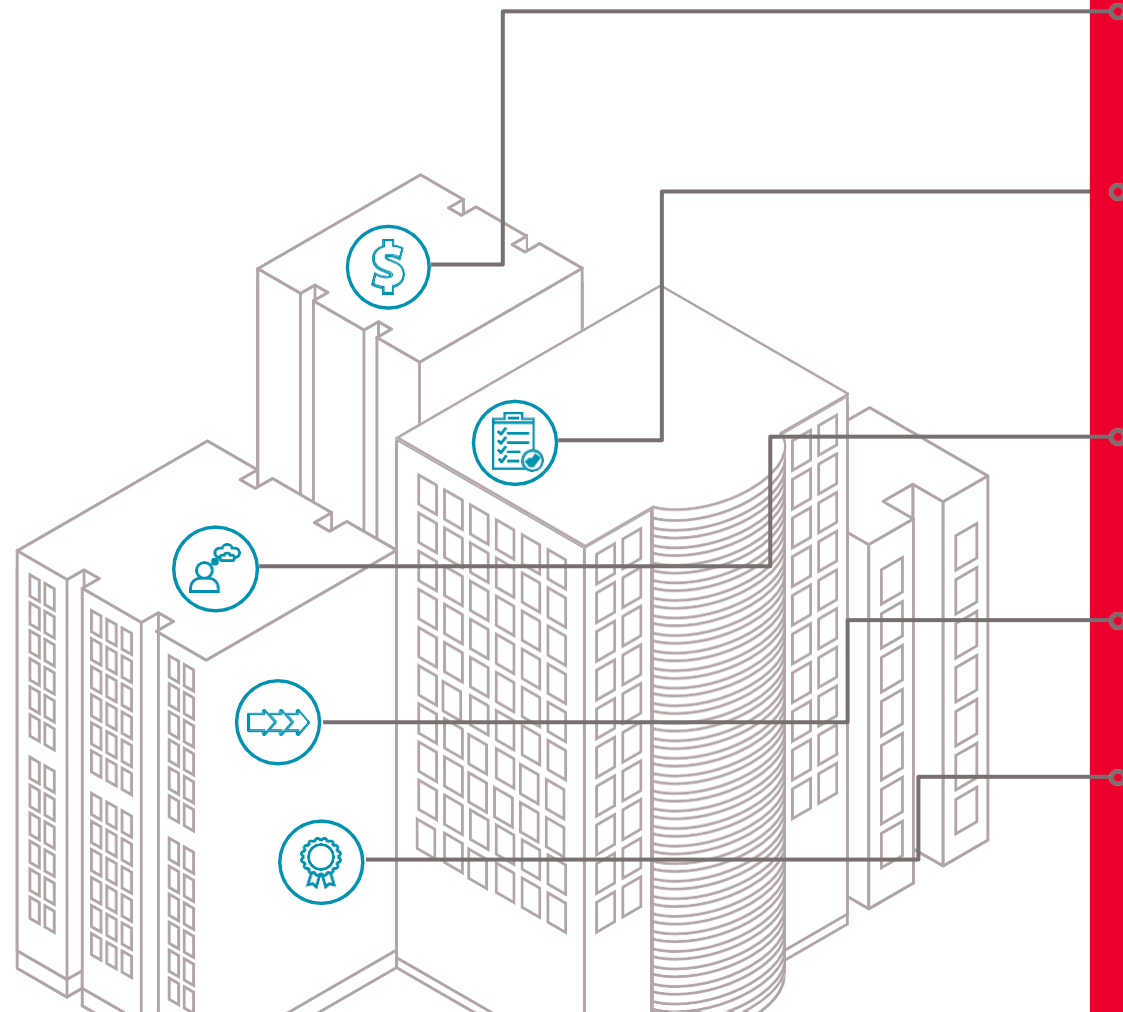
Our critical vendor management expertise ensures operational excellence, maximum optimization, and uptime with strict adherence to all requirements in managing vendors and suppliers.

DECISION-MAKING TOOLS

Data-driven intelligence & technology tools enable MCP to make strategic decisions across all service areas.

PARTNER REPUTATION

Employees and visitors notice the MCP difference in client relationship and service delivery management.





ENTERPRISE BPO SERVICES

Document Management

Enterprise Mail Management
Digital Mail Service
Production Print Services
Records Management
Document Scanning and Imaging
Managed Print Services
Sourcing and Carrier Management

Vendor Management and Administration

Service & Technology Assessments
Budget Review Services
Supplies Management
Portfolio Analytics and Reporting

Facilities Services

Central Receiving & Shipping
Conference Room Management
Receptionist & Help Desk
Fax and Messenger Services
Courier Services

Professional Services & Consulting

Project Management
Service Assessments
Carrier Audits
Postal and Print Analysis
Digital Transformation & Technology Strategy

Technology Integration

CBRNE Mail & Package Screening
Smart Lockers
Enterprise Print Solutions (PaperCut)
Inbound Tracking & Accountability Solutions (SC Logic, Pitney Bowes, Quadient)
Document Scanning and Conversion Systems (Epson, Fujitsu, ABBY)
Asset and Inventory Management
Business Continuity Planning
Procurement

ABOUT MCP

MCP Enterprise BPO Services is a leading provider of business process, document outsourcing and technology solutions. Our combination of industry expertise and blended services capabilities helps public and private sector clients streamline processes, reduce costs, drive operational excellence, and achieve optimization at the highest levels. MCP serves an end-user community of 325,000 end-users across 60 U.S. markets providing deep domain expertise, technology solutions and industry insights that create significant value for our public and private sector clients.

MCP takes a comprehensive approach to deliver sustainable results across all service areas. MCP® Mail Management, Digital Mail and Smart Locker Services offer the fastest, most convenient, and cost-effective delivery method for mail communication and package distribution. Mobile workers and high-travel executives can get their important business mail in digital form anywhere and on any device – no more waiting for the delivery courier. MCP’s Smart Locker service delivers packages to a central locker ‘kiosk’ location where end users can access their item when it is most convenient to them. MCP® Managed Print Services starts with a comprehensive assessment of your current environment, then designs a solution to optimize print output and device management leading to a fully controlled and managed print services offering for all your output devices – regardless of brand. When combined with our Facilities and office services activities; conference room management, concierge and receptionists, courier and central receiving, clients reap the cost savings benefits from having a single source provider delivering an entire suite of services to the entire facilities/real estate community. When you add it all up, MCP Enterprise BPO® Services provides an optimized services environment, reducing your total cost of ownership and increasing business and staff productivity.

MCP ENTERPRISE BPO SERVICES core services include document management; professional mail and production print services, records management, scanning and imaging, managed print services, facilities services & office support, central receiving, help desk services, concierge & conference room management, asset & inventory management, project management, consulting & advisory.

For more information on MCP Enterprise BPO Services contact:



Bernard Newman
Vice President Strategy and
Business Development
Tel: 404.901.2021
Office: 404.321.1010 ext. 318
bnewman@mcpbpo.com

Corporate Office:
17 Executive Park Dr. Suite 115
Atlanta, GA 30329
Tel: 404.321.1010
Toll free: +1 877 319 1010

Document Management | Facilities Services | Professional Services