

Enhanced Support Services



Enhanced Support Services – Increasing Your Effectiveness

Within the fast-paced climate of today's business environment, you face many challenges – new architectures, aggressive time-lines, limited funding, fewer resources at your disposal. Mercury can help you overcome these challenges. With more than 20 years of experience in designing and building chips, boards, and system-level solutions, our team of technical experts offers a broad array of enhanced services and support to augment your internal capabilities, allowing you to focus on your core values.



In-Depth Support Services

Depending on your application and resources, your support needs might be straightforward or very complex. Mercury can offer you a full range of technical support services to provide:

- Site audit and evaluation
- Installation preparation and site planning
- Network configuration

Flexible Support Offerings

When you need support, Mercury has many options for you to get the answers you need so that you can stay focused on your business. Mercury provides support offerings such as:

- Technical Assistance Center
- On-site support services
- Turnkey installation services
- Materials repair and replacement options
- Long-term maintenance programs
- Life-cycle and end-of-life planning
- Secure environment support
- Integrated logistics support

Specialized Training

Mercury's specialized training and certification programs give you the knowledge to come up to speed quickly, so that you can save development time and go to market sooner. We offer classroom, web-based, or custom formatted training modules on-site at your location of choice or at our training facilities. Examples of topics include:

- Programming for multicomputer systems and multicore processors
- System repair and FRU replacement certification
- Software installation and configuration
- Software application development

Innovative Support Solutions – Tailored to Your Needs

Tiered Support Offerings

Mercury's range of support levels gives you the flexibility to choose a level of support that best suits your environment. You can select Bronze, Silver, or Gold service, depending on the product purchased or the needs of the market.

Our Bronze level of service, for example, provides Monday through Friday telephone and email technical support. If you need greater coverage, you might prefer the extended coverage of Silver or Gold support. For mission-critical needs, we offer 7/24 technical support coverage for many products and markets. Of course, our web-based customer support capability is available around the clock, for self-help answers to questions and FAQs.

For hardware RMA support, select a repair cycle time that makes the most sense for your business. Mercury also offers advanced RMA and on-site spares capabilities, depending upon your need.

We can also work with you to design a custom support program. If you have special software or hardware support issues or needs, we can build a tailored program to address your requirements.

You decide the extent of coverage you require, and we will work with you to meet your needs. Ask your sales representative for details.

Technical Support Access

Mercury offers you many avenues to obtain support: telephone, email, on-site, and online. Skilled Mercury technical support specialists are available according to the terms of your selected support package. Mercury guarantees that customers will receive an acknowledgement of a request for technical support with a resolution or status update within the period of time designated by the selected level of service.

Onsite Support

Mercury can provide onsite technical support at the location of your choice, and response time is guaranteed. Ask your sales rep for details on our Bronze, Silver, and Gold support levels for onsite technical help. We can also work with you to design a custom onsite support program tailored to your program or requirements.

RMA

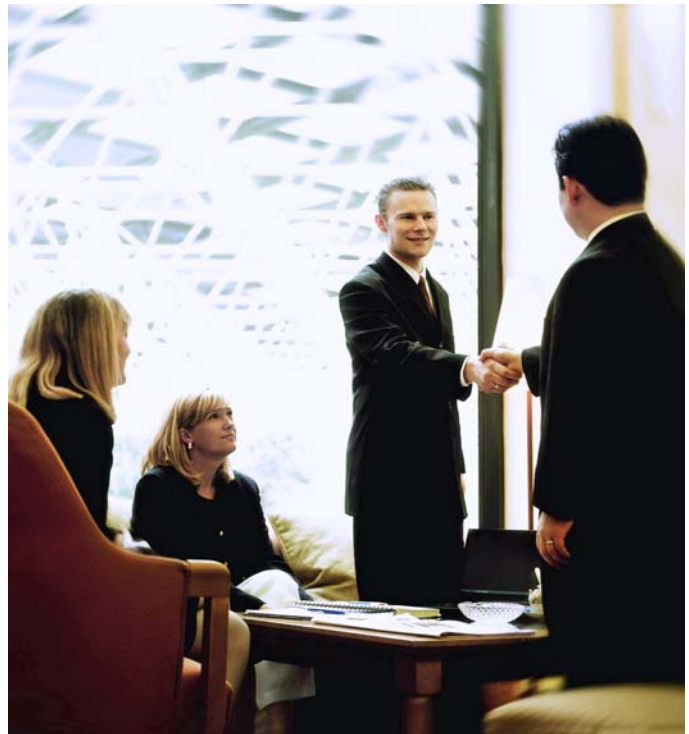
Mercury processes all RMA requests and assumes all shipping costs from the factory to the customer for repair and replacement.

Comprehensive Failure Analysis

Comprehensive failure analysis includes evaluation of field failures and returns in an effort to determine the root cause and identify a solution. We apply a disciplined approach to identify whether a failure is caused by design deficiencies, material defects, operational overloads, abuse, misapplication, inadequate maintenance, or use beyond design life. We then provide a detailed failure analysis report.

Online Support

Log in to <http://customers.mc.com> for online support tools, technical manuals and publications, training registration, and a customer forum to discuss Mercury products with other users. Some links are password protected to ensure controlled access and privacy.



Our Customers Define Success

"We need excellent, timely and responsive resolution when problems get complex. When things get out into the field and we find problems, Mercury's field engineers are responsive and capable. We like to have access to onsite support that can deal with our most complex issues."

Lead Engineer, Systems Group

"You call Mercury with a problem, and someone will call and they'll do whatever it takes to solve it. They pitch in, especially when they come onsite, and really handle the solution."

Systems Program Manager

"Sometimes it can be difficult to solve our problems, but from Mercury we get solid support."

Vice President, Systems Engineering

"Mercury stands behind its products. Mercury always says, 'We will stick with you until we have the problem solved.' I work with my customers this way, too. They are good with their delivery projections and good with communications. Their response time and problem resolution have all gone very well for us."

Chief Engineer

"Having points of contact that really know our business and our needs is the key to great customer support, in our opinion. Mercury's support engineers are stable, solid, around for a long time, dependable, knowledgeable."

Senior Systems Engineer

For more information on Mercury's support and service solutions, contact your Mercury sales representative or call 866-627-6951.*

www.mc.com

About Mercury Computer Systems, Inc.

Mercury Computer Systems, Inc. (NASDAQ: MRCY) is the leading provider of technology that captures, processes, and presents sensory information for real-time interpretation and critical decision making. The company leverages its unparalleled expertise in embedded computing hardware and software to enable the development of systems that continually advance the capabilities of defense, life sciences, geosciences, and other essential industry applications.

Based in Chelmsford, Massachusetts, Mercury serves a worldwide customer base through a large network of direct sales offices, subsidiaries, and distributors. Visit Mercury on the web at www.mc.com.

*Applicable to most products. See your sales representative for details. VistaNav™ support services are not described in this brochure. For information on support services for VistaNav products, call: US: (866) 627-6950; International: (978) 967-1400.

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798.00E-0806-BRO-MRCY_support



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