

# Product Training and Support Services

- Class size and location according to your needs
- Flexible-format training
- Cost-effective, multi-level skill development



Mercury Computer Systems offers a broad range of enhanced support services to augment your internal capabilities and increase your effectiveness. Our flexible-format product training and support services are designed to meet your specific needs in small or large groups at Mercury's training facility or another location of your choice.

## Class Size and Location

Mercury provides product training in a classroom setting or one-on-one. We offer small and large group programs, which can be tailored to your needs. Classes can be scheduled at a location of your choice or at the Mercury training facility.

## Flexible Format

You can choose instructor-led training in a small or large group setting, or we can customize the format and content of your training to meet your specific objectives.

## Multi-Level Training

Mercury courses are designed so that people of any level can take the class and benefit by learning what they need to know. The courses are customizable to meet your specific needs. We also offer a step-by-step program that can lead to individual certification.

## Advanced Training Support

As products change, Mercury's training services keep up with the latest features and enhancements. To ensure that your staff stays current, Mercury can provide refresher courses and training certification for training collateral/material licensing to provide cost-effective sharing of the latest product information. Volume discounts are available. Pricing varies with the number of courses for a particular location and time schedule.

## Support that Spans the Full Product Life Cycle

Mercury's comprehensive set of service offerings is designed to support you throughout the full product life cycle. Our highly qualified support staff is fully trained to address your needs from pre-installation through end-of-life. We offer detailed site assessment and preparation for a seamless startup. Our installation and upgrade services minimize your downtime. Network, applications, systems, and third-party integration services ensure that you are operational quickly and efficiently. Customized training is available to enhance your skills and capabilities as needed. Our onsite, web-based, and call center technical support keep your systems running smoothly. Long-term/life-cycle support services ensure continuity and stability over the full life of your programs.



## 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, see your sales representative or call +1 866-627-6951.**

Mercury Customer Training – email: [cust\\_training@mc.com](mailto:cust_training@mc.com)

### About Mercury Computer Systems, Inc.

Mercury Computer Systems ([www.mc.com](http://www.mc.com)) is the leading provider of computing systems and software for data-intensive applications that include image processing, signal processing, and visualization. We work closely with customers to architect comprehensive, purpose-built solutions that capture, process, and present data for medical, defense, seismic, scientific, and other computationally challenging markets.

Mercury is based in Chelmsford, Massachusetts and serves customers worldwide through a broad network of direct sales offices, subsidiaries, and distributors. We are listed on the Nasdaq National Market (NASDAQ: MRCY). Visit Mercury at [www.mc.com](http://www.mc.com).

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#### Worldwide Locations

Mercury Computer Systems has R&D, support and sales locations in France, Germany, Japan, the United Kingdom and the United States.

For office locations and contact information, please call the corporate headquarters or visit our Web site at [www.mc.com](http://www.mc.com).