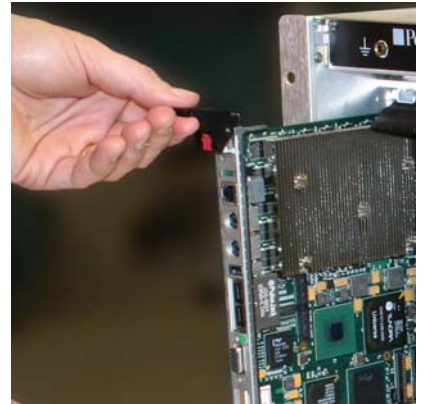


Installation and Upgrade Services

- Prepare your site for smooth product introduction
- Minimize downtime and streamline system startup
- Ensure optimal functioning of your system



Mercury Computer Systems offers a broad range of enhanced support services to augment your internal capabilities and increase your effectiveness. Our installation and upgrade services ensure that your Mercury solutions are integrated into your environment with minimal downtime and optimal functioning of your new system.

Site Preparation

During the site preparation service, a Mercury technical support engineer (TSE) works with your team to conduct a remote evaluation of your specific site requirements. Our engineers help you plan and prepare for your unique cabling, power, environmental, and space planning requirements. They assist you to ensure site readiness upon product delivery.

Onsite Installation

To implement onsite installation, Mercury sends a qualified TSE to your site to unpack and install Mercury products and systems. The Mercury staff work closely with your team to ensure that the installation process minimizes your downtime and streamlines startup of the new system. Our TSE ensures that the system is installed to Mercury specifications by completing the onsite mechanical installation, internal Mercury system integration, and testing to certify that the system is functioning as designed.

Post-Installation Upgrade Support

Onsite post-installation and upgrade support services are available upon request. As needed, a trained TSE upgrades products to factory specifications, and tests newly upgraded and configured systems to ensure optimal functioning of the system.

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 Support – email: support@mc.com – Phone: +1 800-872-0040

About Mercury Computer Systems, Inc.

Mercury Computer Systems (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.

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