

# Self-Service Maintenance Program

- Optimize efficiency and effectiveness with self-help tools and services
- Save time and money
- Ensure high quality and quick turnaround



Mercury Computer Systems offers a broad range of enhanced support services to augment your internal capabilities and increase your effectiveness. You can save time and money with our self-service maintenance program, while still ensuring high quality and quick turnaround. Faster repairs mean maximum uptime with Mercury's easy-to-use self-help tools and services.

## Quality Services with Fast Turnaround

Mercury stands by our products. We are committed to ensuring quality service and fast turnaround for our customers. Our self-service maintenance program offers you an easy-to-use method for maintaining your systems and replacing components with minimal downtime and maximum efficiency.

Mercury also offers training, onsite or at specified locations, for technical support as part of our ongoing support certification program. You can register for upcoming courses:

- On the web: [www.mc.com/support/training.cfm](http://www.mc.com/support/training.cfm)
- Via email: [mcregistrar@mc.com](mailto:mcregistrar@mc.com)

## Many Self-Service Options

Mercury's self-service maintenance program includes:

- Product training
- Self-service maintenance certification courses
- Quick-fix scripts to get you up and running immediately
- Customer replaceable units (CRUs) with parts and sub-system elements that you can remove and install yourself without special tools
- Easy-to-follow instructions, diagrams, and videos
- Spares kits for fast repairs whenever you need them

## 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)

Mercury Customer Support – email: [support@mc.com](mailto:support@mc.com) – Phone: +1 800-872-0040

### 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).