

# Secure Environment Support Services

- Rely on trained security professionals
- Safeguard sensitive materials and data
- Implement appropriate procedures



Mercury Computer Systems offers a broad range of enhanced support services to augment your internal capabilities and increase your effectiveness. With secure environment support services, you can be assured of our ability to follow required procedures and work with sensitive materials and data.

## Secure Environment Support

To ensure the successful support of your Mercury products, we offer secure environment support services. You need not worry about supporting Mercury products in classified programs. Our fully trained and authorized Technical Support Engineers understand and can follow required procedures and security measures. They can recognize classified information, and know how to safeguard sensitive data and materials. Our support staff is thoroughly experienced at collaborating with trained security professionals and methods.

Our trained technical support professionals have the know-how to:

- Protect and manage classified information
- Work with site-specific labeling
- Use stationery or transportable systems according to your specifications
- Follow processes for system-specific threats
- Read configuration management schema
- Maintain audit files and audit analysis procedures
- Implement contingency procedures
- Handle media appropriately
- Follow incident handling procedures

## 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, in standard and secure environments. 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](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).