![mcpc logo]

**FlexTech Program**

# Get the tech talent you need, with the flexibility you desire.

Finding top tech talent to meet evolving needs can be a huge challenge and organizations often struggle to keep pace. MCPC's FlexTech program makes it easy for companies to bridge tech talent gaps by offering a flexible, scalable solution.

## How it Works

As a top 10 IT Services Firm in Northeast Ohio*, we have a proven history of hiring and training quality talent across various levels of technical disciplines in your area. We've implemented the same processes we use internally to provide highly skilled technical talent and operational leadership to other organizations.

Utilizing our extensive pool of resources, we'll work with you to identify and customize the right solution for your unique needs. Talent can be deployed quickly and at varying frequencies so you can respond to changing needs and demands in a flexible and scalable way without the commitment of lengthy hiring or training protocols. From one-day assignments to full-time support, you'll have access to the talent you need quickly and easily.

## THE MCPC DIFFERENCE:

### Ready-to-go Talent

Our experienced professionals have been background checked and screened through our robust qualification process, so you get the fastest path to the best talent.

### Industry Expertise:

Because we are an IT company, our level of tech expertise is beyond what traditional human resources departments and staffing agencies can offer.

### Consistency:

Ensure consistent skilled talent with proven/tenured resources that can help you accomplish your IT goals.

Source: Crain's Cleveland Business List, 'Top 10 IT Services Firms 2023'

## SCENARIOS WHERE CLIENTS LEVERAGE OUR SERVICES

### Talent Separation:
Streamline workforce during downsizing, employee leave, or resignations.

### Mergers and Acquisitions:
Rapidly shift resource allocations during mergers or acquisitions.

### Project Specific Needs:
On-demand access to experts for projects, from Field PC technicians to project leads.

### Service Quality/Volume:
Temporary support for maintaining service excellence during peak periods or long-term high-volume management.

### Budget Constraints:
Access top-tier technical talent without full-time hire.

## VALUE-DELIVERED TALENT LEVELS

### Level 1 Technician:

- PC imaging and deployment
- Hardware/software troubleshooting and repair
- Hardware quick repairs and upgrades (hard drive and ram swaps/upgrades)
- Helpdesk support level 1

### Level 2 Technician:

- Desktop support level 2
- MS O365 troubleshooting both the web and local client
- Mobile device troubleshooting
- Vendor issue resolution
- Helpdesk support level 2 (Microsoft/end user)

### Level 3 Technician:

- Desktop support level 3
- Network/server troubleshooting
- End user training (New OS, Office 365 functionality)
- Onsite technical lead
- Helpdesk support level 3 (Microsoft/end user)

MCPC has been obsessed with client success since 2002. Our Services teams bring deep expertise and experience to your unique needs so you can effectively leverage, operationalize, and optimize your hardware and technology to achieve the results that matter most to your organization.

**Visit www.MCPC.com to learn more.**

v2023.1