

# MCS-RM RENTAL MANAGEMENT SOFTWARE



One complete solution to manage your rental business

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## YOUR ALL-IN-ONE SOLUTION

**Our award winning, forever-evolving and revolutionary software solutions** are designed specifically for rental businesses like yours, making remarkable growth achievable.

### **The perfect fit**

Suitable for businesses of all sizes, MCS-rm helps you improve performance, maximise opportunities, control costs and provides the transparency you need to make easier, more informed business decisions.

### **A name you can trust**

You can trust MCS to be at the forefront of rental software innovations, helping you stay ahead of your competitors and giving you a sound return on your investment.

### **A partner like no other**

Backed by almost four decades of experience, at MCS we are driven by passionate people who are focused on delivering smarter solutions that will help your rental business succeed.

### **Find your voice**

With a friendly community user group, you'll always have a forum to share your views with other users and influence the direction of the MCS-rm software solution.

# TRANSFORMING EVERY AREA OF YOUR RENTAL BUSINESS

MCS-rm guides you through every stage of the rental process from the first quote through to final invoice.

## 01 Agreement



**QUOTE**

Create quotes for customers or prospects

Quote from your desktop, laptop or mobile

Be office independent

**CONTRACT AGREEMENT**

Convert quotes into bookings & contracts

No more task duplication

Tackle credit control issues

**ONLINE ORDERING**

Process orders online

Quick orders

Invoicing account customers

## 02 Plan, Prepare, Schedule & Despatch



**INVENTORY**

Fast, accurate inventory picking of your hire stock & consumables

Faster turnaround times

Reduced warehouse costs

Simplified picking process

**REHIRE EQUIPMENT**

Rehire equipment to cover shortfalls

Consistent and reliable customer service

**LOGISTICS**

Efficient route planning & driver scheduling

Collect electronic signatures

Send driver updates via mobile app or SMS

Minimise wasted journeys and fuel costs

## 03 Equipment Check-In

**EQUIPMENT RETURN**

Off-hire equipment inspection

Minimise risk of losing essential evidence

Faster recovery of damage costs from customers

**WORKSHOP REPAIRS**

Schedule workshop repairs

Instant access to workshop history records

More organised engineers' workloads



## 04 Billing

**INVOICE**

One click batch processing of invoices

Save on processing costs

Minimise payment delays

**ONLINE PORTAL**

Drive customer loyalty with a 24/7 self service portal

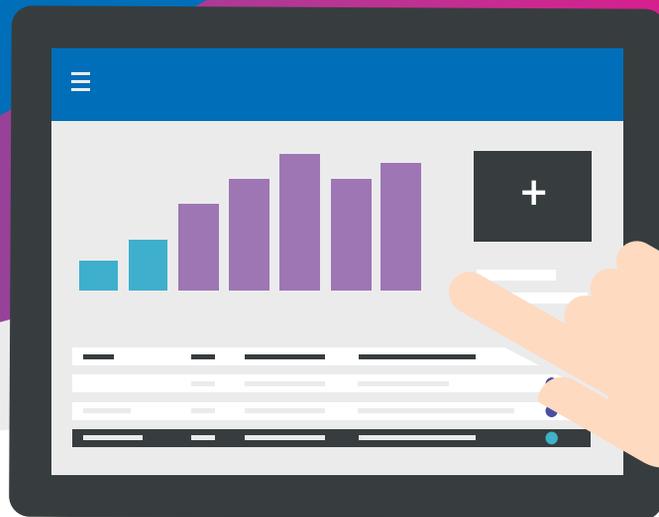
Give your customers instant access to their documents

Improve customer service



# EQUIPMENT INVENTORY

Get the most out of your rental fleet with full visibility of your inventory.



## ORDERS

### Keep control of purchasing costs

Manage all company purchases, keeping track of order confirmations and expenditure.



## STOCK

### Maintain sufficient stock to meet demand

Never forget to reorder stock by setting minimum and maximum stock levels.



## MAINTENANCE

### Keep your equipment safe and certified

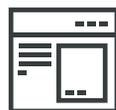
Set timely notifications for equipment maintenance so that nothing gets missed.



## SUPPLIERS

### Monitor supplier performance

Minimise delays in your workshop processes by keeping track of your suppliers' lead times.



## DASHBOARD

### Make informed decisions

Easy to understand reports will help you measure your success so you can make the best decisions for the future.



## ASSETS

### Maximise return from your assets

Improve equipment availability, utilisation and profitability by recording asset lifecycle costs and depreciation.



# CREATE THE BEST CLIENT RELATIONSHIPS TO MAXIMISE YOUR SALES OPPORTUNITIES

Manage your sales pipeline activity and undertake pro-active marketing campaigns to nurture your key client and prospect relationships.



## Communication

Instantly recall conversations between your colleagues and your customers using the powerful Outlook™ integration.



## Revenue

Generate and maximise opportunities by understanding more about your customers' order history and potential future needs.



## Sales

Close more opportunities with clear visibility of the sales pipeline and work better together to create a seamless journey from prospect to customer.



## Goals

Improve your sales team performance by analysing past lost and won business, helping you move towards even greater growth.



## Campaigns

Easily create digital marketing campaigns, connecting them with your chosen email system, like Mailchimp, for beautifully formatted emails without the hassle of data exports.



## Tasks and reminders

Run successful sales campaigns with organised scheduled calls, emails and actions to make sure no opportunities get missed.

# GO PAPERLESS WITH MOBILE APPS FOR ALL YOUR RENTAL PROCESSES



## SALES **CRM Web**

Make your on-site client meetings more productive by accessing important customer information so you never miss an opportunity on the move.

- Nurture your valued client relationships
- Generate and maximise your sales opportunities
- Better organise your communications and interactions



## LOGISTICS **Transport Mobile**

The paperless way to manage your transport logistics with optimised routes, electronic signature capture and real-time status updates from drivers in the field.

- Increase workforce efficiency
- Resolve issues quickly and improve customer service
- Go paperless on the move



## WAREHOUSE **Picking**

Empower your warehouse staff, accelerating the picking, check-in and check-out of equipment for your rental bookings whilst increasing the productivity of your workforce.

- Faster turnaround times
- Reduce warehouse costs
- Simplify your picking process



## SERVICE & MAINTENANCE **Workshop Mobile**

Streamline and manage your maintenance activity to provide engineers with paperless workflows and electronic signature capture.

- Provide your back office with instant job status updates
- Organise and prepare your technicians
- Remove paper from your workshop processes



## DEPOT **RM Web**

Reach new heights of productivity to manage your rental business wherever you are with everything you need, all on the one device.

- Improve workforce visibility on the move
- Access key documents when you need them
- Streamline your workflows and processes



# PERFORMANCE

## MEASURE YOUR SUCCESS WITH POWERFUL BUSINESS REPORTS

Gain meaningful insight into your valuable rental data to help you get the most out of your business and ensure you make the best strategic decisions.

### MCS Reporting

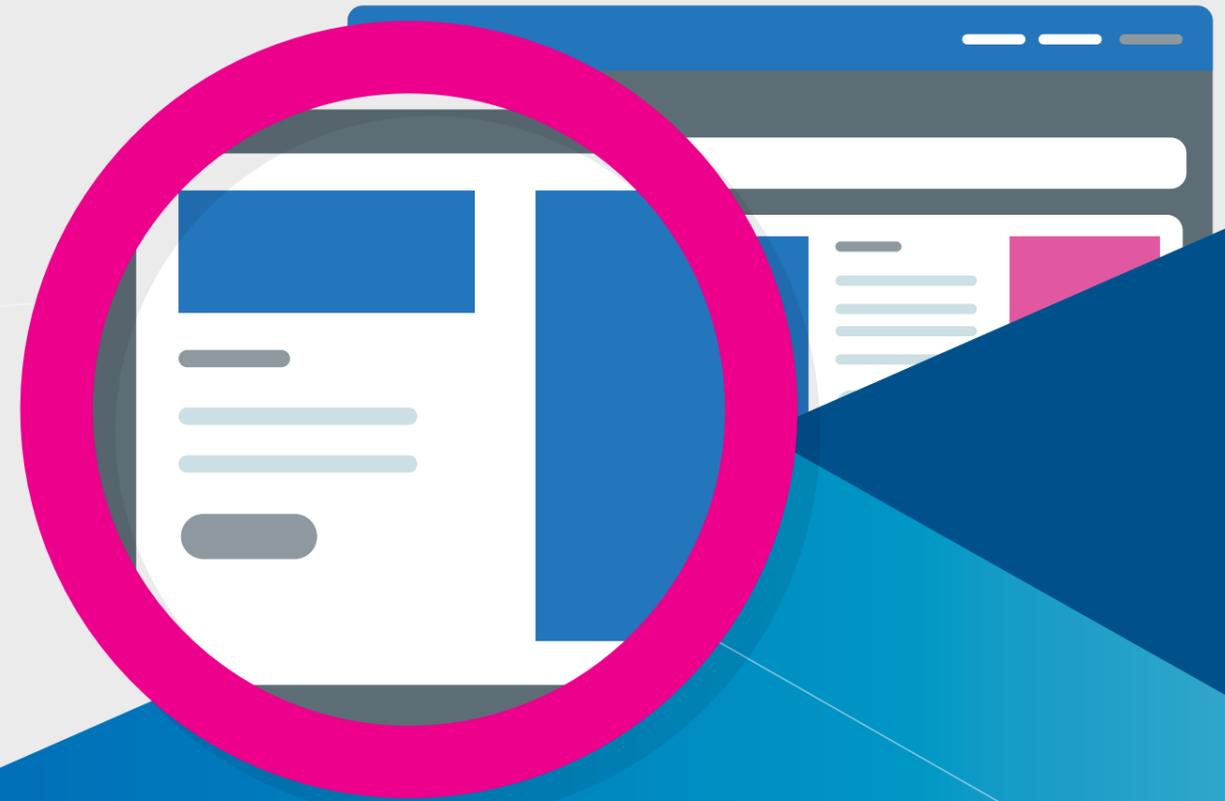
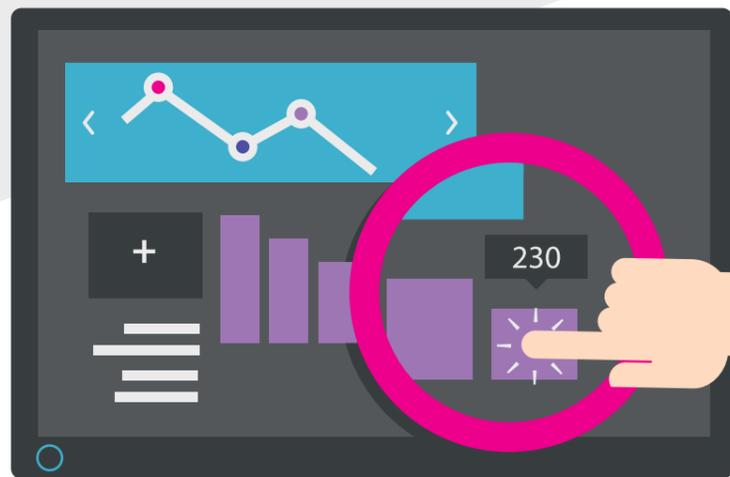
Choose from one of our standard reports or create your own with the simple to use interface. You can even customise them with your own fonts and logo.

### Dashboards

Visualise your key business areas with easy to understand dashboards, helping you understand trends and improve performance.

### Business Intelligence

Make data driven decisions with simple to use and easy to manipulate business intelligence reports.



# MAKE IT EASY

## LET YOUR CUSTOMERS DO MORE WITH YOU ONLINE

Give your clients convenience, personalisation and the ability to self-serve information with the Online Shop and Customer Portal.

### Online Shop

Provide your customers with an easy way to create reservations online, helping you to open up new markets and increase your revenue streams.

### Customer Portal

Improve your customer service by giving your clients the most useful information and guidance whenever they need it, helping you drive brand loyalty by becoming a trusted rental provider.

# A SOLUTION TAILORED TO YOUR BUSINESS

Customise your solution to meet your requirements from our mix and match options below. We'll work in partnership with you to ensure you always get the right solution to fit your business.

## Workshop

Ensure your equipment is certified and fit for hire. Keep accurate service records, plan regular maintenance and manage accidental equipment damage and loss.

## Resource Planner

Visualise how well used your internal resources are, ensuring appropriately qualified staff are allocated to the right tasks.

## MCS E-Sign

Transform your hire quotes and contracts with MCS E-Sign, letting your customers easily sign documents at the click of a button.

## Electronic Trading

Send and receive customer, supplier and financial documents electronically for a labour-free solution to your paperwork processes.

## Document Management

Go digital with your document storage to improve document retrieval times, reduce paper file storage and revolutionise your customer service.

## Smart Alerts

Be alerted of any non-compliance issues and exceptions wherever you are by email or SMS.

## Telematics Hub

Bring all your telematics trackers into one convenient place to put equipment usage data at the heart of your rental operation.

## Third Party integrations

Create your ultimate workflow by integrating with the accounting solution you already use, know and love.

# THE MCS APPROACH

Dedicated to providing innovative software solutions to help you meet your business goals.



## STEP 1 Discovering your needs

We take time to listen to your specific business requirements to make sure that MCS-rm is the right fit for you. You will receive a software demonstration personalised to your requirements to show you the value of MCS-rm.

## STEP 2 A smooth transition

Once you've chosen MCS-rm, either in the cloud or on premise, we'll work with you to create a carefully structured implementation and training plan to make sure your transition to MCS-rm will run smoothly. The MCS team will be on hand throughout the process to make sure you are comfortable with MCS-rm and it is meeting your requirements, budget and timescales.



## STEP 3 Unique to you

Don't worry if you have specific processes, our team of experienced developers will make sure that your solution really does fit your needs.

## STEP 4 Peace of mind

You are safe in the hands of our friendly and experienced customer service team who know the software inside out. You can go online and raise incidents or find quick how-to guides using our 24/7 Customer Club and Knowledgebase. Your account manager will have regular conversations with you to ensure your solution still fits your requirements as your business grows and your goals change.



## STEP 5 An ongoing partnership

Take advantage of our online user community to contribute your own software ideas to a shared online wish list and register to attend our regular events and webinars. You'll also be invited to join our exclusive independent User Group where you can network with other users, meet the MCS team and help us shape our solutions to make a real difference to your world.

# ACHIEVE MORE WITH MCS



**99%**  
paperless working  
with mobile apps



**10 HRS**  
saved per month in  
month-end invoice run

**ZERO**  
missed deliveries



Helping you become  
more proactive and meet  
your agreed timeframes



**25%**  
saving in transport  
journey times



**20%**  
increase in workshop productivity



**90%**  
machine utilisation



**100%**  
asset visibility



Why choose MCS?

**35+**  
Number of years MCS has  
worked in the hire industry

**95%**  
customer service satisfaction

**7500**  
daily users of MCS-rm

**500+**  
years combined experience  
in the rental industry

**30**  
number of countries  
using MCS-rm

"Right from the word go, MCS-rm has increased our efficiency and agility. It's an indispensable component of the Nixon Hire business and we couldn't do everything we do without it."



"We chose MCS-rm to run our hire operation because it had all the functionality we needed and much more. It was intuitive to use and would save us valuable time because training people on the system was so simple."



"Fantastic 1 on 1 support during implementation of new modules and features, making the whole process much easier."



"We constantly endeavour to improve our efficiency and it's good to know that we can activate new functionality on MCS-rm when the time is right for the business. Whatever we ask it to do, MCS-rm is up to the job. We're more than satisfied."

**John F Hunt**

"We chose MCS because of the MCS team and how quick and accommodating the company was. It wasn't down to price. It was a case of responding to what we needed very quickly. The team were really good and very helpful."



"We have worked with MCS for over 20 years and in that time their hire software and support have played a pivotal role in our company's success. They have helped us to gain control and visibility of our critical business operations and enabled us to adapt in an increasingly complex market."



"After 10 years plus of using MCS-rm it really has become the backbone of the business. The system is infinitely configurable regardless of business genre which means it's suitable for any rental application. Updates are frequent and well thought out and support via the Account Managers and the helpdesk is seamless."



"The MCS support team are both knowledgeable and helpful, this combined with the software itself is why we recommend MCS as a good choice when selecting a hire software solution provider."



"The best thing is that it has brought an unprecedented degree of consistency to the business. It tackles both the hands-on day-to-day activities with ease, as well as helping our decision-makers to make important investment decisions and open up new revenue streams. It was definitely the right choice for our business!"





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