United MHC Smart Hands/Touch Services Deployment Model (Rack and Stack) is a cost saving Customer installation service. It includes a trained United MHC technician to rack staged and configured systems and devices or equipment for our Customers.

We provide installation of all physical connections, perform power and interface on equipment and establish connectivity to the Customer and or IT/Configuration Teams. We can also provide Staging and Configuration Center (if requested) and remote support. All Partner requests for Staging and Configuration support include testing and precision shipping for your project. United MHC also offers second day support services as requested by our Customers/Partners with multiple Service Level Agreements (SLA's) available.

Our Smart Hands Technicians are trained in the latest technologies and are available 24 hours a day, seven days a week based on the defined scope of the work requested for our Partner's projects. All Partner requested installation services have available, multiple level Service Level Agreements for second day support offerings.

Services include:

- Carrier/Hosted Provider- On-site Support Services - D-mark Extension, Cloud Service- Roll-outs, Hosted Solutions, POS Services
- Site Audits/Site Surveys
- Experienced Technicians for Installation Support Services
- Staging and Configuration Teams and Collaboration
- Wireless Implementations
- Security Surveillance and IP Cameras
- Infrastructure Cabling - Fiber and Cooper
- Data Center
- Mobility
- Digital Signage
- Audio and Video Implentations
- Projectors
- Smart Conference Rooms
- Switch Implementation (New or Upgrade)
- Interface Card Removal, Installation and Configuration
- Desktop or Chrome Book Roll-Outs
- Installation of Carts; Computer, Laptop and Mobile Work Stations

- Testing power, configuration, Interface and proper signaling
- Providing visual verifications to assist in remote troubleshooting for our Customer NOC-IT Team
- Support with firmware updates
- Nationwide Project "Roll-Outs"
- Installation, replacement or removal of Network Equipment
- UCC
- Removal of Abandoned Cable and Site Closures
- On-site/Remote technical assistance and troubleshooting
- Staff Augmentation (Temporary, Part Time or Full-Time)
- Remote Engineering
- Complete Project Management - "Project— "Cradle to Grave"
- Collaborative Project Management with our Partner's Project Management Teams
- Office/Site/Facility/Campus Relocation Services
- Site/Facility/Campus Closures and Recycling
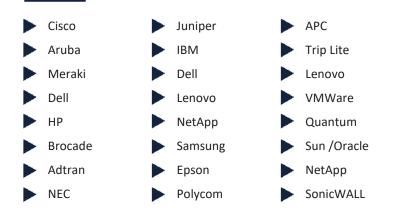- Inventory/Labeling/Asset Tagging of Partner's Project Equipment

Value and Benefits for our Partners:

▶ Keeps costs under control

▶ On-site Technical Support, when, where and how you need it.

▶ Exceptional service delivery, on-time and within budget

▶ Extending the Partner's reach and capabilities portfolio

▶ Accelerates readiness and performance while managing associated risks

▶ Achieves exceptional customer satisfaction through improved operational efficiencies and faster deployments

List of some of the OEM's United MHC Supports (Partial):

▶ Cisco	▶ Juniper	▶ APC
▶ Aruba	▶ IBM	▶ Trip Lite
▶ Meraki	▶ Dell	▶ Lenovo
▶ Dell	▶ Lenovo	▶ VMWare
▶ HP	▶ NetApp	▶ Quantum
▶ Brocade	▶ Samsung	▶ Sun /Oracle
▶ Adtran	▶ Epson	▶ NetApp
▶ NEC	▶ Polycom	▶ SonicWALL

Why choose United MHC as your Partner?

United MHC is one of the larger Independent Providers of communications, infrastructure, implementation solutions and full range of 2nd day support services. Our customizable "Wholesale Partnership Service and Support Programs" (WPSP), breadth of capabilities, years of experience, and unmatched expertise make United MHC a single source Partner for all our Customer/Client communication and network needs.

SMART HANDS SERVICE

At-A-GLANCE	
SERVICES	**TECHNOLOGY SUPPORT**
Quicker Response and Project "Roll-out" Times	◆
Improved Data Security	◆
Higher Productivity	◆
Troubleshooting	◆
24/7/365 Support Availability	◆
Nationwide and Global Coverage	◆
Skilled Personnel	◆
Custom Services to meet your specific requirements	◆
Standardization across Multi-site Projects	◆
Oversight and Control of Your Deployments	◆
Compliance and Safety Requirements Met	◆
Routine Physical Inspections	◆
Power Cycling & Server Reboots	◆
Network Hardware Installations	◆