MCI CONSULTANCY

At MCI Systems we offer a wide range of consultancy services aimed at helping our customers achieve the best results for their business. As a result of over 20 years experience providing these services we have a broad understanding of the different industries and sectors and this helps us to consistently meet and surpass the individual business needs of our customers.

In addition to providing versatile, flexible and customisable software solutions with MCI Myrias, our full integrated Management Control System, we help to identify what solution is needed and how best to implement it. We also provide advice on legislation and best practice to ensure our software systems help our customers fulfil their legislative requirements in an efficient and cost-effective way.

Our consultancy services are usually provided in conjunction with our hardware or software services and our initial consultancy visit and discussion is provided free of charge. Our range of services includes:

- IT consultancy and business analysis: to review, analyse and audit the needs of potential, new or current customers in order to provide the solution that best meets their business goals

- Systems Consultancy: to provide potential, new or current customers with initial and ongoing advice and assistance

- Legislation & Best Practice advice: to help all potential, new or current customers be fully aware of their legislative and compliance commitments

- Other Services: additional value-added services that enable our customers to fully benefit from our extensive software and hardware knowledge and expertise

For more information about using MCI Systems including who uses our services and why, as well as what to do if you would like to find out more, simply follow this link

IT CONSULTANCY

At MCI Systems we have extensive knowledge of working with our customers in many different industries to analyse their business and to implement a solution that not only directly meets, but also often surpasses, their business needs.

In order to achieve this we work closely with potential and new customers to fully understand their business by carrying out a free, no obligation, On Site Survey. This includes an extensive visit to our customer's site or sites to review and analyse their processes and procedures.

This site survey then allows us to provide recommendations and suggestions where improvements and loss reductions can be made which we present in a Formal Design Specification or FDS. This specification document contains the details of how we propose to integrate into your current business processes and what software system, hardware and additional equipment we would recommend installing and why.

We are able to provide a Turnkey solution for our customers who require a complete system solution. Our IT consultancy service enables us to work with our customers to ensure they have the best solution in terms of hardware required; the right combination of software packages and that all this is then fully supported, maintained and updated in the future.

More details of how we deliver this service can be found by reading about our Systems consultancy.

SYSTEMS CONSULTANCY

Through our work implementing and maintaining over 300 installations across many industries MCI Systems has gained extensive experience in analysing a customer's requirements and blending the right combination of IT hardware and software into a complete system to meet their business needs.

The customer is kept fully involved in this process through the use of FDSs (Functional Design Specifications), FATs (Factory Acceptance Test) and SATs (Site Acceptance Test) where required.

Our route from first contact to installation and beyond will normally follow the steps detailed below:

Please note, steps 1-6 are provide Free of Charge and with No Obligation

1 Enquiry Received

Enquiry received by MCI Systems

2 Enquiry Ownership Agreed

Enquiry ownership agreed by MCI Systems. (Usually decided by geographical location and or industry sector/personnel experience)

3 First Consultation Meeting

First consultation meeting arranged between MCI Systems & Prospective Client to determine client's specific requirements

4 Outline Proposal

Outline Proposal with budget costs and any requested options prepared and sent to Prospective Client, normally within 7 - 10 days

5 Second Consultation

Second consultation/discussion meeting offered for Outline Proposal qualification and agreement of next actions and project time scales

6 Formal Proposal

Formal detailed proposal/quotation prepared and sent to prospective client on request

7 Order Placed

Prospective Client places Official Order on MCI Systems

8 Prepare and Send FDS

MCI Systems prepares and sends FDS (Functional Design Specification) agreement document and sends to client for approval. This step ensures that both parties fully understand exactly what will be delivered and how it will function

9 Installation Agreed

Provisional dates for installation, commissioning and training agreed

10 System Build

MCI Systems prepares and builds the system in accordance with the agreed FDS and in line with provisional installation date

11   System Build

MCI Systems prepares and builds the system in accordance with the agreed FDS and in line with provisional installation date

12   Final Testing

Wherever practically possible, the system will be set up at MCI Head Office for final testing prior to installation. Client will be invited to attend, witness and agree acceptance of the FAT (Factory Acceptance Test). On agreement this is the systems which will be delivered, installed and commissioned

13   Installation

Installation, Commissioning & Training of the system on agreed & confirmed dates

14   Post Installation

Post Installation meeting arranged to ensure satisfactory system installation and operation with SAT (Site Acceptance Test)

15   Full System Support

Full System Support (with on site attendance where required) commences for 12 months after signing of SAT. A system support contract quotation will be provided for years 2 onwards, if required. POA

16   First Years Support

First Year's Support visit schedule agreed

This standard, structured approach has been proven, through many years experience to minimise project time, reduce or remove the possibility for misinterpretations, and ensure our results at least meet and usually exceed our clients' expectations.

MCI Systems can also provide comprehensive training on our systems both during the initial installation phase and as refresher courses which allow for staff changes, etc. Please contact us for further information

LEGISLATION & BEST PRACTICE

Best Practice

At MCI Systems we know there are a number of best practices that businesses must adhere to so we help our customers to achieve their industry best practice wherever possible. Some of these best practices are relevant across many industries - such as from the British Retail Consortium (BRC) - while others are specific to a particular industry.

MCI Myrias is very flexible at incorporating procedures, data collection and control required to ensure that best practices are achieved and that all documentation to prove adherence to best practice is secure and easily retrievable.

Legislation

Legislation is also a key issue for our customers and their businesses. There is a lot of legislation connected to the processes supported by the MCI Myrias software systems. Informing, updating and generally educating customers about key important legislation is just one of the highly valuable services we offer.

As times get tougher legislation is becoming more of an issue because it is connected to cost - the more accurate a company can be the more money they can save - however, in order to meet legislative requirements they need to be very accurate.

MCI Myrias is used by many companies to ensure that relevant legislation is met. The data collected can provide up-to-the-minute, accurate reports that are acceptable to the specific legislative bodies, as well as for internal auditing purposes.

Below can be found information on legislation for key areas relevant to our customers:

Weights and Measures

UK Packaged Goods

The Packaged Goods Regulations 2006 (SI 2006/659) set out a complete regime for the average system of quantity control applied to packaged goods.

The Regulations repeal Part V of the Weights and Measures Act 1985 and replace the Weights and Measures (Packaged Goods) Regulations 1986 (SI 1986/2049). They form part of a programme of simplifying UK weights and measures law within the requirements of the relevant EC Directives. The Directives which are implemented through these Regulations are Directive 75/106/EEC and Directive 76/211/EEC, governing the quantity control of packaged goods under the 'average' system of quantity control. This system was first introduced in 1979; before that, UK law required all indications of quantity to be minimum indications (that is, the quantity had to be at least equal to that indicated). The new Regulations reflect more precisely the wording in the Directives.

- Weights and Measures Act 2006

- Weights and Measures Act 1985

- Weights and Measures Act 1979

- NWML Guidance Notes on W&M 2006 NWML PGR guidance

- NWML Guidance Notes on Deregulating Fixed Pack Sizes

EU Directives

- 2007/45/EC

- 76/211/EEC

- 75/106/EEC

Customs and Excise

- Customs and Excise Management Act 1979

- EU Directive 2008/118/EC

Traceability

- The General Food Regulations 2004

- EU Directive 178/2002

  New E.U. law, came in to force on 1st January 2005 by UK General Food Regulaton 2004 enforcing EU Directive 178/2002. This provides legislation for one-forward one-back traceability. Manufacturers are now required by law to declare which ingredients, from which batch and from which supplier, were used to produce the goods provided to which customer. You must be able to trace all materials used in food manufacturing or processing on demand. It requires that food businesses keep records of their suppliers and businesses they supply to, and to make such records available to competent authorities on demand. This places obligations on food businesses to be able to recall, and/or withdraw, food from the market if it is not in compliance with food safety requirements, and to notify competent authorities.

- The Bovines and Bovine Products (Trade) Regulations 1999

USA Traceability

In the USA information must be supplied within a four-hour time frame and mock recalls are put in place to test a manufacturer's systems.

Weights and Measures

- UK Weights and measures industry specifics

- UK Weights and measures best practice notes

- Non UK weights and measures (Japan)

- Non UK weights and measures (US)

- Non UK weights and measures (Australia)

Waste

Waste legislation ensures that waste must be handled, quantified, traced and reported to new standards.

- General Waste Directive (EU Directive 2008/98/EC)

- Animal by-products including processed products (EU Regulation 1774/2002)

- Quarry and Mining Waste Directive (EU Directive 2006/21/EC)

EU Sales & Intrastat

- HM Revenue and Customs

OTHER SERVICES

Our experienced and innovative IT professionals have a wide range of skills to meet your IT and programming requirements. Over the last 20 years our services have been used by companies of all sizes and across many industries. Many of our staff have over 15 years of commercial IT and programming experience. Our skills and services include:

- Windows Vista, XP and older Microsoft systems

- Access, Excel and other Microsoft products

- Network setup and administration

- Server administration for Microsoft Server2003, Server2008, Unix and Linux

- Database administration for MySQL and Microsoft SQL Server

- Website design, build, hosting and administration, including active content

- Professional Sage Developer for all versions of Sage

- C, C++, MFC and ASP

- Embedded C, Windows Mobile, PocketPC, CE and Palm

- PHP, Javascript, Flash ActionScript, AJAX, XHTML, XML and Apache

- Visual Basic, Visual Basic Script

- C#, ASP.NET, Winforms and IIS

- SQL Databases (e.g. Microsoft SQL Server, MySQL, Progressive)

- COM, COM+, ADO, OLE, ActiveX and DDE

- Fortran

- PLC Programming

- Windows development tools such as Visual Studio and SourceSafe

- Microsoft Partner with development kits for all Microsoft products

By offering such a wide and diverse range of skills we are able to ensure we can work with current or additional software and hardware systems to provide a fully comprehensive and integrated solution to best meet our clients' business needs.

USING MCI

Who uses our services

Our consultancy services and our MCI Myrias software system can be implemented across many industry sectors including Manufacturing, Distribution, Production (both Food and Drink) and Farming. Our customers include Quality Managers and Production Managers, Finance Directors and Purchasing Managers, as well as more senior Company Directors.

Our services and software are used by a wide range of companies from small businesses up to international corporations.

Why use our services

At MCI Systems we pride ourselves on providing software solutions for diverse industries, especially manufacturing, as well as the private and public sectors - from simple to install, off-the-shelf modules to a full product system covering the whole business lifecycle. We deliver outstanding measurement, control and information systems, supported by excellent customer service.

Our style of delivery is personal and very hands-on: we offer real continuity of service with a friendly, supportive and professional approach. We are responsive, flexible and practical when addressing the needs of our customers and our expert knowledgeable enables us to consistently deliver high-value results.

When to get in touch

Due to the diverse services we are able to offer there is always a reason to get in touch with MCI Systems: whether you are looking for information about how our MCI Myrias software can help you and your business; maybe you would like to arrange for us to carry out an initial, free On Site Survey to assess your business needs; alternatively you might need help identifying and sourcing specific hardware to support your business requirements; or you might be an existing customer looking for support or training.

Whatever your needs we would love to hear from you, simply contact us online or call us on 01252 722 399.