McNeal Professional Services, Inc.

Turnkey Training, Customized Software Documentation, Wireless Engineering, and Staff Augmentation Services

McNeal Professional Services, Inc. (MPS) is an Atlanta-based Training, Technical Staff Augmentation, and Wireless Engineering Services company that was started in January 2001. We provide experienced consultants in the Training & Development, Technology, and Engineering fields who are recognized in their industry.

Services

With MPS, our turnkey approach provides a complete solution to meet your business needs. Our professionals have the experience and the expertise to truly understand your business and will ensure that your needs are met and that your project is completed within budget.

Our Training and Development division specializes in:

♦ Computer Software Documentation (Instructor & Participant Guides, Process and Procedural Manuals)
♦ Online Documentation (Reference Guides, Help)
♦ Training and Development for Enterprise Resource Planning (ERP) Solutions
  (Peoplesoft®, SAP, Lawson)
♦ Call Center Training (Customer Service and Risk Management)
♦ Computer-Based Training

Our Wireless Radio Frequency (RF) Engineering division offers:

♦ RF Staffing
♦ RF Planning
♦ RF Optimization
♦ RF Maintenance
♦ RF System Design
♦ GSM, CDMA, IS-136, and TDMA Technologies

Our Technical Staff Augmentation division:

♦ Places the right professionals for your requirements, at the times you need them
♦ Provides you with exceptional service before, during, and after placements

Clients

♦ Motorola, Inc.
♦ Worldspan
♦ Darwin Partners

♦ Resources Connection (a former Deloitte & Touche affiliate)
♦ National City Bank
♦ Matrix

Training and Development Services

MPS believes in a practical hands-on approach for specialized training programs that focus on just the training you need. Our workshops are tailored and customized for your business at no charge.

ERP Solutions

MPS provides Enterprise Resource Planning solutions to our clients. Your company can receive training on:

- Asset Management
- General Ledger
- Accounts Payable/ Accounts Receivable
- Query and Crystal Reports

- Quality Management
- Warehouse Management
- Inventory Management
- Human Resources (including Payroll, Base Benefits, Benefits Administration, Training Administration, and Salary Administration)

We also have DBAs, Instructional Designers, Programmers, and other experienced professional consultants that can meet your specific technical project needs.

Train-The-Trainer Workshop

MPS offers a two-day workshop that covers some of the following topics:

◆ Principles of Adult Learning	◆ Effective Delivery Techniques	◆ Managing the Classroom	◆ How to Train People To Use Computers
◆ Training with Impact	◆ Questioning Techniques	◆ Using Audio Visual Equipment	◆ Making Training Stick

An additional day can be added to this two-day workshop that gives participants an opportunity to practice their presentation skills in front of their colleagues, applying the skills they have learned during the first two days. This session is video taped and constructive feedback is provided.

Soft Skills Training

Some of our Soft Skills Training offerings:

- Customer Service Skills
- Managing Multiple Projects

- Time Management
- Marketing and Selling

End User Documentation

Designing documentation customized to the needs of our clients is our expertise. We create end-user training materials for both software and hardware products. These products include:

- Job Function Training Materials
- Online Documentation
- Operations Manuals
- Policies/Procedures

- Process Documentation
- Proposals
- Online Help
- Technical Reference Manuals

Our experienced documentation specialists and technical writers can do the following:

- **M**anage the documentation process from beginning to end

- **P**erform quality assurance by testing the documentation against the operations of the system

- **S**implify complicated concepts

We deliver documentation that is *on time*, *on budget*, and *on target*.

Staff Augmentation

In business, people are the greatest asset. Behind every great vision, great brand, and great service are numerous individuals who deliver on the promise. MPS is dedicated to providing the human resources support that helps businesses achieve their vision.

What We Offer

We offer a variety of nationwide service delivery options:

♦ Professional, technical, and traditional staffing resources from IT professionals and engineers to receptionists and technicians.

♦ Speakers, Trainers, Consultants, and Business Specialists.

♦ Contract, Contract-to-Perm, and Permanent positions.

We distinguish ourselves by:

♦ Providing you with exceptional service both before and after placements.

♦ Always placing the right professionals for your specific requirements, at the times you need them.

What We Do For You

To provide you with quality service and quality professionals, we:

♦ Work with you to understand your requirements and priorities.

♦ Identify candidates for you, using our comprehensive database of select professionals.

♦ Evaluate the candidates to ensure that there is a match.

♦ Present to you the most qualified candidates who meet your requirements.

♦ Assist you in selecting the right candidates to fill your requisitions.

♦ Provide ongoing support during and after the placement.

On previous projects, MPS has provided the following Consultant Types:

♦ Service Depot Technicians	♦ Senior Software and RF Engineers
♦ Flexible Materials Operators	♦ Training Consultants
♦ Multimedia Developers	♦ Instructional Designers
♦ Graphic Artists	♦ Editors
♦ ERP Functional Consultants	♦ Analysts

Wireless Engineering Services

MPS provides turnkey engineering solutions for the mobile telephony and broadband fixed-wireless industries. We can assist you in placing your site in service using analog, digital, and broadband networks. We offer:

- ♦ RF Network Design and Optimization for technologies such as CDMA, GSM, PCS 1900, TDMA, AMPS, D-AMPS, IS-136, and Motorola's iDEN Network
- ♦ Competitive benchmarking and Voice Quality Analysis of Wireless and WLL Networks

We also provide seasoned design and performance engineers who are recognized experts in the wireless industry.

Our array of engineering services ranges from pre-deployment design engineering through post deployment optimization and capacity planning.

Our MPS engineers can provide quality reports and data plots that deliver insightful and detailed analysis of your system.

Wireless Network Design

Our RF solutions can provide our clients with a great competitive edge by increasing efficiency and reducing operational costs.

We have a track record of success and proven methodologies. MPS is uniquely positioned to provide Performance Engineering services customized to meet your specific needs.

Drive Testing and Optimization

Drive testing and data collection can be performed using equipment and vehicles supplied by MPS or by the Client.

Collected data can be used to complete:

- ♦ Site Surveys
- ♦ Comparison of Drive Data with Propagation Model Predictions
- ♦ Regression Analysis of Drive data for Calibration of Propagation Model Parameters
- ♦ Trouble-shooting and Recommendations

Optimization Support

MPS offers stand-alone services which include:

- ♦ Individual Site Qualification and Acceptance
- ♦ Analysis of Switch Translation Parameters
- ♦ System Coverage Validation
- ♦ Intra-cell and Inter-cell Hand-off Verification
- ♦ System Warranty Analysis

Benchmarking Analysis

Competitive Positioning Analysis compares your network's performance to your competitor's network. This tool also provides both technical and marketing benchmarking information for:

- ♦ Technology – Specific Metrics
- ♦ Market Demographics
- ♦ Network Quality
- ♦ Dropped Call Rates
- ♦ Coverage Analysis
- ♦ Raw Data is provided to the client