



**25 June 2009**

State Super Financial Services (SSFS) has engaged the services of MCR since January 2009.

MCR manage our internal IT Helpdesk, this includes first and second level support for all calls and support requests from our regional office network (15 Branches with 95 financial planners and 100 support staff). Only complex issues are re-directed to the SSFS IT team for resolution. In addition MCR perform daily operation checks and reporting prior to start of day business activities.

We have been extremely impressed with the quality of the service provided by MCR, their helpdesk staff are always responsive and professional in dealing with our internal clients and we have received very positive feedback from the network. A standout quality for us is the commitment MCR have to following through with the resolution of all queries and issues. MCR staff work closely with the SSFS IT Team to ensure they are kept updated on recent system change and business, this supports their aim of answering as many calls as possible in the first instance.

We look forward to a long and successful partnership with MCR, and I have no hesitation in recommending the services of MCR to prospect clients in businesses similar to our own.

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