

IT CONSULTING



MasterTel USA, Inc. provides I.T. infrastructure consulting, integration and management to mid-sized business nationwide. Our focus and expertise is in providing solutions to SMB and Enterprise companies who possess a complex I.T. infrastructure that is mission critical to the success of their business. Our consultants offer our clients assessment, design, implementation and managed services around the following technologies...

- Converged Networks & IP Telephony
- Desktop Virtualization
- Data Storage & Protection
- Information Security
- Server Consolidation & Virtualization
- Structured Cabling
- ...and more



Furthermore, MasterTel USA breaks down our offerings in two logical manners...Transitional I.T. and Management I.T. for Enterprise.

Transitional I.T. – the process or a period of changing from one state or condition to another.

- Business Relocations or Expansion
- Merger, Acquisition, or Divestiture
- Disaster Recovery
- Physical to Cloud Computing
- Technology Infrastructure Upgrades
- On-Premise and/or Co-located Data Centers

Does your I.T. department have the capacity and/or experience to guide your company through a major business transition? Many I.T. departments have been stretched thin and are so focused on the day-to-day management and maintenance of their existing infrastructure that they don't have the time to keep abreast of the latest I.T. infrastructure technologies. The lack of available resources can often be problematic, jeopardizing the success of a transition, and putting your business at risk.

MasterTel USA's vast I.T. experience can help you mitigate risks and avoid costly mistakes. We address the concerns of "not knowing what you don't know" by assessing the current state of your I.T. infrastructure, designing its future state, planning and implementing the agreed upon changes, and providing the appropriate level of post-transition support for your business.

Our flexible management approach enables us to lead the entire transition effort, engage purely in a consultative role, or complement and augment your existing project team. Regardless of our role, we will collaborate with your team to ensure a successful transition.

MasterTel USA sets the bar high by...

- Managing the many moving parts that must be planned, organized and executed.
- Establishing a single source of accountability and control of your Transition IT project.
- Managing the operational risk and protecting your data throughout the transition period via a well-defined and milestone based process backed by extensive Transition IT experience.
- Ensuring that the new infrastructure allows for all components to operate seamlessly.

MasterTel USA ensures that risks are mitigated, business disruptions are minimized, and business requirements are met!

Management I.T. – the act or skill of controlling and making decisions about a business, department, team, etc..

All companies, big and small, have a range of computers, servers and I.T. technology that are people and mission critical. Any disruption or disaster affecting the availability of your I.T. technology and the associated application software can impact employee productivity, customer service, product/service delivery, booking and billing activity, and profitability.

MasterTel USA provides delivery and management of network-based services for data, voice, and video. Our Manage I.T. Service Plans allow clients to focus on growing your business rather than on deploying, monitoring and supporting your I.T. infrastructure.

We Offer the Following Services

- Cloud Hosting
- Disaster Recovery
- Help Desk
- Remote Device and Firewall Management
- Network and Telephony monitoring

Key Benefits

- **Reduced Capital Outlay:** Cost savings as compared to in house expenditures.
- **Access to new Technology:** Some technologies may be out of reach for some organizations without utilizing the leverage offered by a Managed Service Provider.
- **24/7/365 Coverage:** Support for your I.T. systems and backup for existing staff.
- **Technical Expertise:** Get the specialized technical skills required without adding headcount.
- **Predictable Expense Structure:** With a monthly or annual fee, you will always know your costs ahead of time.

When you outsource management of your I.T. infrastructure you expect efficiency and accountability, and you don't get that without experience. MasterTel USA's team of I.T. services specialists, with more than 100 years of combined I.T. technology experience, provides clients with single source accountability and control of your I.T. infrastructure.

MasterTel USA's Manage I.T. Service Plans helps small-medium size companies, with limited or minimal I.T. resources, manage the day-to-day challenges of maintaining and managing their I.T. infrastructure including up-time management, disaster recovery and technical support.

MasterTel USA's Manage I.T. Service Plans includes support for the following I.T. Infrastructure:

- 24/7/365 Network, System & Application Monitoring
- Remote Help Desk Support
- IP Telephony & PBX Management
- Network & Firewall Management
- Software Release Management
- Carrier Services Management

- Outsourced IT
- Staff Augmentation Services

MasterTel USA sets the bar high by...

- Helping clients manage their IT infrastructure that must be monitored and maintained for operational continuity.
- Keeping your IT infrastructure running smoothly.
- Establishing single source accountability and control of your IT infrastructure.
- Managing the risk of operational disruption with a dedicated team of experienced IT support specialist.
- Designing a plan to ensure that the impact to employees resulting from any IT infrastructure issue is minimized while returning to business as usual as fast as possible.
- Monitoring all servers for performance, escalation and remediation of failed or failing systems to be in front of any issues that may impact business as usual from an employee standpoint.