



Who are we?

mitra IT provides managed IT services for small to medium sized businesses in the Los Angeles area. For our clients we act as an entire IT department with all the typical functions. From strategy and planning to first response and break fix, from procurement to security, we do it all. Our stated goal for our clients is 0% unscheduled network downtime, and we do everything possible to achieve this.

mitra IT is a California corporation started in 2001. Since then, we've grown by leaps and bounds largely due to our commitment to quality customer service. We constantly study and train to keep up with technology in order to offer our clients the best possible advice.

For more reasons why you should choose mitra IT, turn this page over and read on...

“...it is critical we have the best solutions & response times...mitra IT has provided us with this..”

manufacturing : Ken Russworm, Creative Technology Manager
The Boeing Company

Microsoft Small Business Specialist

This certification program was launched by Microsoft in 2005 to identify service providers who understand the challenges of small business IT operations. Involvement includes ongoing training commitments and technical certification requirements – mitra IT was among the first 1,000 companies worldwide to be awarded this designation.

Growing Enterprise

IT companies come and go. mitra IT has now been a growing enterprise for 5 years. This just serves as an indicator that we understand our responsibility to our clients and that we want to be around to service you for many years to come.

Better Business Bureau

mitra IT is a member of the Better Business Bureau of the Southland. You can review our record online. We have an unmatched record of ZERO customer complaints in the past five years.

Department of Consumer Affairs

We are among the few IT service companies registered with the Bureau of Electronics and Appliance Repair (BEAR) with the California Department of Consumer Affairs. Our records can be viewed online with not a single complaint on file.

Vendor Selection

mitra IT is constantly evaluating new products and services in the business IT marketplace in order to find 'best-of-breed' products for our clients. When we offer a new service, you can be sure that it has been evaluated against at least four other services and internally stress tested for stability and functionality.

Insurance

Given the value of your business data, we want to make sure that you are protected in the event of a major computer problem. mitra IT carries \$1,000,000 in Errors and Omissions insurance to protect your interests. All of our staff are covered by Worker's Compensation insurance as well.



Process Design

We understand the need for solid business process design to document our client's issues as they arise and track our responses to them. We have made a three phase commitment to invest over \$100,000 over the next few years to develop, improve and manage a custom client and case management system that will manage our case loads, alert us to potential issues and assist us in helping our client comply with industry standard best practices. Our system is now live and we are in the process of planning phases II and III.

Our Staff

We review nearly 200 resumes for every position we hire. We usually interview over 30 candidates for each of our openings. Our grueling interview process is done with a mind to make sure that our staff is not just good on paper, but really know what they are doing. Each of us brings to the table a solid understanding of the importance of client communications, a positive can-do attitude and a commitment to service.

Background Check

As standard policy, we run background checks on all new hires. Given the sensitivity of data that our engineers routinely handle, we want to make sure that we know everything about the people we send out to work on your systems.

We Like What We Do

Everyone here does what they do, because they love technology and its possibilities. While we have the certificates and degrees to prove our expertise, at the end of the day we enjoy what we do and it shows in our approach and attitudes.

10 Reasons Why You Should Do Business with mitra IT

About Us

mitra IT is a full service information technology consulting firm. We work with small and medium sized businesses in Southern California. We act as a complete IT department for our clients and have all skill levels on staff – from CTOs to break-fix technicians. Our goal for our clients is ZERO unscheduled downtime. We believe that secure, trouble-free networks are not only possible but achievable with good planning and adherence to best practices.

mitra IT™

3460 wilshire boulevard
suite 410
los angeles ca 90010-2231

877 MITRA IT
877.648.7248

www.mitrait.com
info@mitrait.com

a california corporation since 2001



Microsoft
Small Business
Specialist