

Our Services

In order to fulfill our mission as a full service IT organization, we have identified a host of services that most of our clients require. The list on the other side of this page is a partial listing, and new services are added regularly after going through our rigorous vendor certification process.

Some services are provided by mitra IT's own staff, some are resold or private labeled by mitra IT, while some are provided directly by our partners. In all of these cases, our goal is the same – to provide you with best-of-breed services at small business prices.

"...the best administrative thing I could have done for my business."

legal : Chip Matthews, Senior Partner
Law Offices of E. Wellington Matthews & Associates



Reactive Services

Onsite Technical Services

Offered by our highly skilled Service Operations team, our technical staff comes out to your location to address any problems or work on any new projects.

iMMedia Remote Support

Technical staff assist users remotely over the telephone or by logging into user desktops with third party tools.

Partner: Netopia

Printer Repair

When you have printer problems, call your Client Services Representative to schedule a certified technician for diagnosis and repair.

Partner: Canotek

Proactive Services

CTO Consulting

Senior mitra IT consultants meet regularly with management at client site to help with technology planning, advise on infrastructure issues and ensure best practices compliance.

Onsite Scheduled Maintenance

mitra IT staff come to your site on a pre-planned schedule to take care of routine maintenance activities and user issues. This helps minimize help desk delays and potential network problems.

Managed Services

User Administration

Routine user administration to manage access rights and security privileges among employees and reduce risk of security breaches during staff turnover.

Resolution Antivirus/Antispyware

Get up-to-the minute virus protection for desktops, real time activity reporting and a host of policy and deployment features.

Partner: Secure Resolutions

Greenlight Spam Filtering

Stop spam, phishing, viruses, directory harvest attacks, and other email threats with patented, multi-layer technology.

Partner: Postini

Case Management

Using our own in-house software, built over the past several years, your Client Services Representative and Service Ops team track the progress of every reported issue, however minor.

Asset Management

Use our custom-built web-based software to track inventory and assets for planning and other purposes.

License Management

Our web software also allows clients to record and track software licenses for compliance reporting and technical support.

NetPerfect Networking Monitoring

mitra IT receives real time graphs and reporting on network health and performance. This allows us in many instances to detect and prevent problems, even before clients realize it.

Partner: N-Able Technologies

Server Monitoring

mitra IT uses Microsoft Small Business Server's reporting capabilities to review daily reports on server health and performance.

Infrastructure Services

Asset Disposal

California landfills no longer accept electronic waste. When end-of-life equipment needs to be retired, let mitra IT take care of it for you.

Partner: HMR Group

Low Voltage Cabling

Your network depends on cabling being done correctly and safely. mitra IT can design and deploy cabling solutions that work and meet all state and county requirements.

Partner: Gracotel

Procurement Services

As a convenience for our clients, mitra IT has signed partner agreements with every major IT manufacturer. Rest assured that you are purchasing authentic, legal products.

Financial Services

Lease or buy? We can make this decision easier by offering attractive lease terms on equipment purchases over \$3,000.

Partner: CitiCapital Technology Finance

Website Design

Need a presence on the web? mitra IT can design eye-catching and informative websites for your organization. Our tools allow easy updates by non-technical users as well.

Partner: Wireware

Custom Application Development

When you've outgrown off-the-shelf solutions for your business, you need applications designed to your specifications. We can build and manage programs that work the way you work.

Partner: Alliance Infotech

DataComm Consulting

Sandler/partners can help manage your voice and data costs through their master agent agreements with most major Telecom service providers

Partner: Sandler/partners

Services Explained

Reactive Services are ones rendered in response to a problem

Proactive Services are services designed to minimize the occurrence of problems and maximize infrastructure functionality.

Managed Services are ones where the performance or utilization of such services are monitored and optimized in a near real-time basis.

Infrastructure Services refer to services needed on a periodic basis that help IT operations run smoothly.

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.



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