

48 years. Thousands of deployments.

Here are the ones that defined the craft.

Career timeline

- **1978:** U.S. Air Force telecommunications (Hill AFB, Elmendorf AFB)
- **1982:** Entered the South Florida telecommunications market; hands-on with Mitel from the SX-5 on
- **Integrator & founder years:** founded five companies delivering voice, data, sound, camera, and Wi-Fi
- **Enterprise cloud era:** enterprise Mitel migrations and cloud platforms in AWS and Azure
- **2020:** Kruiser Services LLC founded as a licensed cabling entity
- **2026:** Kruiser Services launches as a full-stack professional services firm, the sixth company

Vertical experience

- **Municipal government:** four city governments
- **Tribal government**
- **Banking**
- **Healthcare:** medical imaging, behavioral health, medical practices, national specialty care
- **Hospitality & gaming:** multi-property casino resort
- **Insurance**
- **Automotive dealerships**
- **Utilities:** electric cooperative
- **Military**

Selected projects

Client names are kept confidential. Every project below was delivered hands-on.

1. Base-Wide Switch Cutover Plan: Electromechanical to DMS-100

U.S. AIR FORCE

Military telecommunications · Air Force base

Challenge: An aging electromechanical telephone switch had to be replaced across an entire base without losing service.

Solution: Updated the plant-in-place records and prepared the step-by-step migration plan for the cutover to a Northern Telecom DMS-100. Also maintained the base's Bell System Dimension PBX.

Result: A documented, sequenced cutover plan for a base-wide switch replacement.

Northern Telecom DMS-100

Bell System Dimension PBX

Cutover planning

2. DEW Line Early-Warning Circuit: Found, Fixed, and Brought Online

U.S. AIR FORCE

Military telecommunications · Elmendorf AFB, Alaska · Cold War air defense

Challenge: Found a piece of equipment sitting uncommissioned in a closet in the base central office. It was the circuit that tied every Distant Early Warning (DEW) Line site across the Arctic Circle together to warn of a Soviet nuclear attack, routed by satellite to Sunnyvale, California and on to Cheyenne Mountain. It had never been brought online, and it was costing hundreds of thousands of dollars.

Solution: Pulled the blueprints, traced the design, and worked out what was wrong. Arranged to be the one to run the testing with Cheyenne Mountain, and ran the checks end to end.

Result: Brought the circuit online and confirmed it with positive verification. That's where "Verify Everything" comes from.

DEW Line

Satellite circuits

NORAD / Cheyenne Mountain

Positive verification

3. Trouble-Ticket and Work-Order Backlog Turnaround

U.S. AIR FORCE

Military telecommunications · Elmendorf AFB, Alaska

Challenge: Inherited 135 open trouble tickets, some of them years old, and a 90-day work-order backlog.

Solution: Applied a systematic troubleshooting and triage process: stop the inflow of new problems, then work the backlog down one ticket at a time.

Result: Open tickets held to fewer than 10 at any time, and work-order turnaround cut from 90 days to 10.

Troubleshooting methodology

Operations

Process improvement

4. Multi-Reservation Structured Wiring: Florida Tribal Nation

EARLY CAREER

Structured cabling · Three reservations; tribal government and administrative buildings

Challenge: Tribal government and administrative buildings across three reservations needed complete structured wiring infrastructure.

Solution: Designed and installed voice, data, and low-voltage structured wiring across all three reservation locations.

Result: Complete wiring infrastructure supporting government and administrative operations.

Structured cabling

Voice/data

Low-voltage

5. National Healthcare Network Build and Post-Acquisition Migration

INTEGRATOR YEARS

National network · Multi-state specialty healthcare provider

Challenge: Phase 1: a multi-state healthcare provider needed voice and data infrastructure for dozens of locations on a national network. Phase 2: after the company was acquired by a Fortune 500 healthcare company, the entire network had to move to the acquirer's Cisco infrastructure.

Solution: Designed and deployed voice and data across the locations on an AT&T Layer 2 national network using Adtran and Mitel. After the acquisition, was retained by the acquiring company to migrate the network to Cisco alongside its internal teams.

Result: A national voice and data network for a multi-state operation, then a complete transition to the acquirer's platform.

Mitel Adtran AT&T Layer 2 WAN Cisco SIP

6. Legacy SX-2000 Migration and 15-Year Roadmap: Insurance Carrier INTEGRATOR YEARS

Legacy PBX migration · Insurance company

Challenge: A legacy Mitel SX-2000 PBX was reaching end of life, and the company needed a long-term communications plan.

Solution: Migrated from the SX-2000 to a modern Mitel platform and designed a 15-year expansion plan.

Result: A clean legacy migration with a 15-year technology roadmap behind it.

Mitel SX-2000 Mitel MiVoice Business

7. 3,000-User Municipal Migration to AWS with Geo-Dispersed NG911 ENTERPRISE CLOUD ERA

Enterprise cloud migration · Multi-site city government, 3,000+ users

Challenge: Full migration of a city's voice infrastructure for more than 3,000 users on a hard deadline, including a MiCollab cluster whose database had been corrupted by an improper expansion.

Solution: Designed and executed the migration to an AWS-hosted MiVoice Business platform with a geo-dispersed NG911 design. Repaired the MiCollab cluster database at the manufacturer's Tier 3 level, scripted bulk user migrations, rebuilt call recording, and cut over the contact center.

Result: 3,000+ users migrated, cluster issues resolved, and a geo-dispersed cloud architecture in place for emergency communications.

MiVoice Business MiCollab AWS NG911 Python

8. Forced Cloud Migration: Multi-Branch Bank ENTERPRISE CLOUD ERA

Forced migration · Banking, multi-branch

Challenge: The manufacturer decommissioned its hosting environment, forcing every hosted customer to move on a deadline.

Solution: Migrated the bank's voice infrastructure to Azure IaaS on a data-center subscription model.

Result: No service disruption, with banking compliance requirements maintained throughout.

MiVoice Business Azure IaaS SIP

9. Forced Cloud Migration: Behavioral Health Provider

ENTERPRISE CLOUD ERA

Forced migration · Healthcare

Challenge: The same hosting shutdown, for an organization with HIPAA requirements for behavioral health.

Solution: Migrated the voice infrastructure to Azure IaaS on a data-center subscription model.

Result: A successful migration with HIPAA-compliant communications maintained.

MiVoice Business Azure IaaS SIP

10. Forced Cloud Migration: Automotive Dealership

ENTERPRISE CLOUD ERA

Forced migration · Automotive

Challenge: The same hosting shutdown, for a dealership that couldn't afford downtime in sales or service.

Solution: Migrated the voice infrastructure to Azure IaaS on a data-center subscription model.

Result: No service disruption to dealership operations.

MiVoice Business Azure IaaS SIP

11. Forced Cloud Migration: Florida Medical Practice

ENTERPRISE CLOUD ERA

Forced migration · Healthcare facility, health-system owned

Challenge: The same hosting shutdown, with healthcare compliance requirements.

Solution: Migrated the voice infrastructure to Azure IaaS on a data-center subscription model.

Result: A successful migration with healthcare-compliant communications maintained.

MiVoice Business Azure IaaS SIP

12. Six-Property Casino Resort Cleanup and Expansion

ENTERPRISE CLOUD ERA

Multi-property cleanup · Six casino and hotel properties

Challenge: The Mitel environment across six casino properties needed cleanup and expansion to support growing operations.

Solution: Cleaned up configurations across all six properties and expanded capacity and features, including property-management integration through TigerTMS.

Result: Standardized, expanded communications across all six properties.

MiVoice Business TigerTMS Azure IaaS

13. Stalled Contact Center Upgrade Recovery: Electric Cooperative

ENTERPRISE CLOUD ERA

Contact center upgrade · Electric utility cooperative

Challenge: A MiContact Center Business upgrade had stalled, leaving the environment incomplete.

Solution: Served as project manager, working alongside Mitel Professional Services to complete the upgrade, then cleaned up and stabilized the environment.

Result: A fully operational, supportable contact center.

MiContact Center Business

MiVoice Business

Project management

14. On-Premises Mitel Remediation: Florida City Government

ENTERPRISE CLOUD ERA

On-premises cleanup · Municipal government

Challenge: An on-premises Mitel environment needed comprehensive cleanup and remediation.

Solution: Performed a full cleanup and remediation of the system serving city operations.

Result: A stabilized, optimized municipal communications system.

MiVoice Business (on-premises)

15. On-Premises Mitel Remediation: Insurance Company

ENTERPRISE CLOUD ERA

On-premises cleanup · Insurance

Challenge: An on-premises Mitel environment needed comprehensive cleanup and remediation.

Solution: Performed a full cleanup and remediation of the Mitel infrastructure.

Result: A stabilized, optimized communications system for insurance operations.

MiVoice Business (on-premises)

16. On-Premises Mitel Remediation: Large Municipal Government

ENTERPRISE CLOUD ERA

On-premises cleanup · Major city government

Challenge: An on-premises Mitel environment for a large city government needed comprehensive cleanup and remediation.

Solution: Performed a full cleanup and remediation of the Mitel infrastructure serving city operations.

Result: A stabilized, optimized municipal communications system.

MiVoice Business (on-premises)

17. Municipal Mitel Engagement: Florida City Government

ENTERPRISE CLOUD ERA

Municipal voice · City government

Details available on request.

Mitel

18. Dealership Network Overhaul

ENTERPRISE CLOUD ERA

Network infrastructure · Automotive dealership

Challenge: Aging Adtran NetVanta routers and inadequate firewall protection needed complete replacement.

Solution: Redesigned the network, replaced the routers, and moved to WatchGuard firewalls.

Result: A modern, secure network supporting dealership voice and data.

Adtran NetVanta WatchGuard MiVoice Business

19. Mitel to Genesys Cloud SIP Integration

ENTERPRISE CLOUD ERA

SIP/UCaaS integration · National medical imaging network

Challenge: The provider needed its MiVoice Business platform integrated with a Genesys cloud contact center, with E.164 formatting and DTMF signaling problems in the way.

Solution: Designed and troubleshooted the SIP integration and resolved the E.164 number formatting and DTMF pass-through issues.

Result: Clean call routing between the Mitel voice platform and the Genesys contact center.

MiVoice Business Genesys Cloud SIP E.164 DTMF

20. Call Recording Platform Migration to AWS

ENTERPRISE CLOUD ERA

Cloud migration · Enterprise call recording

Challenge: An on-premises ASC call recording system needed to move to the cloud.

Solution: Migrated the ASC recording platform from on-premises infrastructure to AWS.

Result: A cloud-hosted recording platform with better reliability and scalability.

ASC Recording AWS

21. LDAP to Azure Single Sign-On for MiCollab

ENTERPRISE CLOUD ERA

Authentication modernization · Enterprise MiCollab

Challenge: Legacy LDAP authentication for MiCollab needed to move to Azure-based single sign-on.

Solution: Designed and implemented the transition from LDAP to Azure SSO (SAML2) for the MiCollab platform.

Result: Modern, cloud-based authentication for MiCollab users.

MiCollab LDAP Azure AD SSO/SAML2 Keycloak

And **thousands** more.

Projects and escalations too many to list, across a career that has spanned over 48 years and is still going.

Mark Kruger · Founder & Principal Engineer

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Zero Trust. Zero Assumptions.
Verify Everything.

With Kruiser Services, good things come to life in the voice and data industry.

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on-site anywhere in the world, or at sea.