

Full-stack engineering for complex voice, data & cloud

48 years in the industry · Mitel since 1982 · 300+ Mitel certifications

Kruiser Services LLC is a Florida-based, full-stack engineering firm for the voice, data, and cloud projects that don't fit a standard deployment template. One team covers the network, voice, security, and AI layers together, so problems don't fall through the gaps between specialists.

About Mark Kruger

Mark Kruger has spent 48 years building and running voice and data systems that can't afford to go down. He has worked on Mitel platforms since 1982 and holds more than 300 Mitel certifications spanning the full system lineage: SX-5, SX-10, SX-20, SX-50, SX-100, SX-200 on every load, the SX-2000, and today's MiVoice platforms. On a migration, that means he usually already knows the system being replaced, because he was certified on it when it shipped.

His systematic troubleshooting method was built in U.S. Air Force telecommunications and refined over nearly five decades, including as primary architect of a 3,000-user, geo-dispersed MiVoice Business deployment on AWS built to NG911 requirements. The goal is always the same: stop firefighting, fix the cause, and leave the environment documented and supportable.

Core competencies

- **Mitel voice:** MiVoice Business, MiVoice CX, MiContact Center, MiCollab, Workflow Studio, virtual and cloud platforms
- **Network infrastructure:** routing, switching, VLANs, QoS, SIP trunking
- **Firewall & security:** WatchGuard, Palo Alto, SonicWall, Fortinet; SSO/SAML and zero trust design
- **Cloud & virtualization:** AWS, Azure, VMware, Nutanix, Hyper-V, Proxmox
- **Structured cabling & low-voltage:** licensed in Florida (ES12000078)
- **Operations:** PSA/RMM platforms, process design, team training

Professional services

Strategic consulting

- Technology roadmaps and vendor selection
- Cloud migration strategy and planning
- Network architecture design
- Disaster recovery and business continuity

Implementation & migration

- Voice deployments, on-premises and cloud
- Large-scale user migrations and cutovers
- Contact center implementation
- Network infrastructure upgrades

Zero trust verification

- Independent checks that your controls actually work
- Voice layer included: SIP, SBCs, endpoints, admin access
- Configuration drift and access reviews
- Scorecards for auditors, insurers, and boards

Escalation engineering

- Senior Tier 3/4 help when your team hits a wall
- White label behind Mitel dealers and integrators
- Root cause, fix, and prevention on every escalation
- Retainer or per-incident

Optimization & support

- Advanced troubleshooting and problem resolution
- Performance tuning and health checks
- Security assessment and firewall configuration

Training & knowledge transfer

- Team training and mentoring
- Documentation built for handoff
- Systematic troubleshooting methodology (The Krugerisms™)

Why Kruiser Services

- **Proven track record:** 48 years solving voice and data problems across government, healthcare, hospitality, banking, insurance, automotive, and utilities.
- **Deep Mitel lineage:** hands-on with every generation of the platform since 1982.
- **Non-siloed:** voice, data, cloud, security, and cabling under one team.
- **Fire prevention, not firefighting:** fix the cause, document it, and keep it fixed.
- **Verified, not assumed:** nothing is called done because it looks done.

Selected recent work

- **3,000-user municipal migration to AWS** with a geo-dispersed NG911 design, bulk MiCollab migration, and contact center cutover.
- **Forced migration of four organizations** to Azure when the manufacturer shut down its hosting platform.
- **Six-property casino resort** cleanup and expansion, including property-management integration.

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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