



FOR MITEL DEALERS & INTEGRATORS

Your engineering bench, on call

White label · Full stack · Your customer stays your customer

Your next MiVoice Business, MiVoice CX, or cloud migration doesn't have to wait on your bench.

Kruiser Services LLC works as the engineering team behind Mitel dealers and integrators. We handle the design, the cutover, and the hard problems that cross the network, voice, security, and AI layers, under your brand. If you have a deal you can win but can't fully deliver in-house, that's what we're for.

What we bring

- MiVoice Business and MiVoice CX builds, upgrades, and cloud migrations (AWS, Azure, private cloud)
- Workflow Studio, SAML/SSO, Teams integrations, and bolt-on CCaaS
- SIP trunking, call recording, and contact center integrations
- Firewalls, switching, and structured cabling under our Florida low-voltage license
- Zero trust verification and escalation engineering
- Knowledge transfer so your team owns it afterward

How we protect your business

White label: we work under your brand, in your ticketing, on your paperwork. **In writing, before the first job:** an NDA and non-solicit are signed before we touch a customer. Your customer stays your customer.

Ways to engage

Bench retainer

A monthly block of senior engineering time with priority access, billed in half-hour increments. A senior Mitel engineer on call for a fraction of the cost of a full-time hire, with no benefits, no ramp-up, and no turnover.

Project work

Migrations, builds, and upgrades scoped and quoted before work starts. Any request projected to run over ten hours converts to project work, so there are never surprises mid-job.

Escalations & scheduled sessions

Stuck on a live problem? Bring us in for a single incident. Every escalation ends with the root cause, the fix, and how to keep it from coming back. Design reviews and pre-cutover checks can also be booked ahead of time.

Proof points

- Primary architect of a **~3,000-user, geo-dispersed NG911 MiVoice Business build on AWS.**
- **Forced migration of four organizations** to Azure when the manufacturer decommissioned its hosting platform.
- Project manager on a **stalled contact center upgrade**, working alongside Mitel Professional Services to completion.
- Hands-on with Mitel since 1982 and **300+ Mitel certifications**, from the SX-5 to today's MiVoice platforms.

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.