

Who we are...

Single source professional expertise and system management at an affordable price.

MITAMA Consulting Group was established in 2007 to effectively address the void in managed IT services for small-to-medium sized businesses (SMBs). With many enterprise organizations staffing large IT departments and pursuing Federal Government contract dollars, SMBs are uniquely challenged to address their IT needs efficiently while maintaining consistency and continuity.



“Our goal at MITAMA is to deliver affordable managed I.T. services to businesses of all sizes.”

Michael J. Gillespie - MITAMA

Scalable I.T. Support.

Technology has proven to be the foundation of a company's ability to compete and prosper in the global marketplace. Utilizing applications such as email, office productivity suites, and collaborative workspaces, companies of all sizes depend on the competitive advantage that comes from having viable technical expertise at their disposal. MITAMA's staff possesses several years of experience in working with businesses to maximize their technical efficiency and providing tailored support services across many platforms. As your complete IT team or a supplement to your existing team, MITAMA's experienced engineers have the necessary skill set to resolve your Technology issues..

How It Works

MITAMA managed services program life cycle:

- ▶ **Assessment** - Each client is assigned to a site engineer who will complete a baseline assessment and audit of the infrastructure and develop a customized solution that meets business needs and budget requirements.
- ▶ **Planning** - The site engineer will meet with the client to develop a plan of action for the implementation and execution of their customized solution (includes developing milestones, finalizing site visit dates and core support hours etc.)
- ▶ **Stabalization** - The support team will act with guidance from the site engineer to stabilize the infrastructure and prepare it for the implementation phase (includes centralizing or decentralizing information, democratizing data, creating or transferring administration and access privileges and passwords etc.)
- ▶ **Implementation** - Putting the customized plan into place (includes software installation, creation of client profiles in the helpdesk,) During this phase the client's infrastructure will transition to having a majority of its support and maintenance duties managed by MITAMA.
- ▶ **Maintenance and Support** - The Period of Performance (PoP) is established in the planning phase and spans the life of the entire support and maintenance agreement.
- ▶ **Growth** - During the Assessment phase, the client and site engineer will develop growth objectives for the infrastructure that will allow the business to maintain maximum efficiency for business processes while taking advantage of new technologies.

What we do.....

On Site & Remote Desktop Support

- ▶ MITAMA's support technicians possess years of relevant technical experience and can provide proactive support and issue resolution while on site or from a remote location.

Helpdesk Services

- ▶ MITAMA's help desk support team ensures your users receive prompt assistance and effective issue resolution.

Preventative Maintenance and Performance Optimization

- ▶ This feature works to keep your business moving by automatically performing routine tasks to increase system performance and help avoid downtime over your servers and workstations. Recurring hard drive cleanup, disk defragmentation, and other proactive services give you maximum uptime and efficiency.

24x7 Network Monitoring

- ▶ With MITAMA's 24-7 Monitoring and Alerting, you can rest assured that your networks will be protected from system failures, security threats, and data corruption. Our Monitoring works to save money for your business by monitoring your networks and systems around the clock in order to identify and help resolve issues before they result in costly downtime and lost revenue.

Data Backup and Storage

- ▶ Our team will identify the most efficient and cost effective way for your organization to back up its critical data and information.

Trend Analysis & Reporting

- ▶ Our support team's monthly reports detail your network's relevant technical information and provide valuable insight into the common and recurring issues facing your business. The information contained in the reports can assist management in making strategic cost saving decisions and facilitate a proactive approach to improving business processes.

Certification and Accreditation

- ▶ MITAMA's staff includes consultants that are familiar with NIST and other Federal requirements and can help your organization get its information systems documented and through the C&A process.

Email & Database Support

- ▶ Our technicians are familiar with the most recent versions of Microsoft Exchange and SQL and can help you maintain a stable environment for all your business enterprise applications.

System Migrations and Upgrades

- ▶ *Thinking about Windows 7?* Our technicians have years of experience planning and executing major migrations and can assist you in upgrading your environment while protecting your data and minimizing downtime.



Web Site Development and Maintenance

- ▶ MITAMA currently offers web development, web maintenance and custom graphic design services at a price that will fit almost any budget.

Accessibility and Accommodation Services

- ▶ *Do you have Section 508 requirements for deliverables you are producing?* Our staff includes an accessibility team that offers a wide range of accessibility services including: file remediation, web site auditing and remediation, accommodation services and general consulting.

Disaster Recovery and COOP Assistance

- ▶ MITAMA's staff includes certified I.T. Security specialists (ISSO, CISSP) who have experience identifying a plan of action and drafting viable disaster recovery and contingency plans for organizations of all sizes.

Staff Augmentation

- ▶ *Need a technical employee?* We can help you develop an accurate and detailed job

description and screen resumes to identify the best possible candidate for the job.

Co-Location

- ▶ Organizations are quickly recognizing the benefits of colocating their mission-critical equipment to SAS certified data centers. Colocation is becoming popular because of the time and cost savings a company can realize as result of using shared data center infrastructure. By having MITAMA focus on consolidating your infrastructure you can enjoy less latency and the freedom to focus on core business.

General I.T. Consulting

- ▶ MITAMA's staff is very diverse and experienced in many different technical disciplines. If you have general consulting needs or just want to explore the competitive advantages that technology offers to small and medium sized businesses, our staff is capable of finding the *RIGHT* answers and developing a custom solution to fit any budget. We will work to find the solution that is right for you and your business.

MITAMA LLC

5509 Lanier Avenue - Suite 349
Suitland, Maryland 20746

www.mitama.net