

MCA | CNS Engineering Maintenance



MCA Professional Services

For over 25 years, the CNS team within MCA has enabled thousands of organizations in the public and private sectors to benefit from secure wireless communication technologies, improving operational productivity and efficiency. We offer a wide array of secure wireless communication products from various industry leading manufacturers, providing solutions for highly available, mission-critical communications between critical assets from local offices to remote/mobile field locations. MCA serves the nation's critical infrastructure by creating secure communication networks that pass data wirelessly between key systems linking remote personnel and machine assets. We sell, design, configure, and install cellular wireless (LoRaWAN/4G/5G/PLTE) data communications hardware and software, providing industry targeted IIoT connectivity solutions to fit our clients' exacting needs.

Our team offers Engineering Maintenance Contract services to provide a periodic on-site engineer to perform quarterly or bi-annually recurring system reviews to assess system performance and apply evolving best practices.

Service Description | Engineering Maintenance Contracts

Sophisticated IT solutions require regular maintenance and evaluation to ensure the solution is operating at optimal levels and is addressing the needs for which the solution was implemented. Additionally, the implemented solution may be impacted over time as customer infrastructure evolves due to other project requirements, growth of the organization, or newer technology is implemented or introduced. Regular maintenance of the solution can address gaps that may manifest over time.

Our CNS team offers Engineering Maintenance Contract (EMC) services, designed to provide regularly scheduled on-site visits by one of our skilled solutions engineers who will perform a thorough review of the implemented solution, dependent systems, service infrastructure, and system performance. This service can be provided on quarterly or semi-annually and takes 3-5 days on-site per visit.

Our EMC services result in a report of the state of the solution, and any actions taken to improve on or redesign the solution. This provides the customer with a historical view of the solution from the implementation, moving forward, so all changes and decisions are documented, understood, and can be substantiated under future reviews. The end result is a well-designed and evolving solution that continually suits the needs of the customer.

Featured Benefit | Close Partnership

MCA is highly invested in the success of our customers. Our organization has a long history of implementing and maintaining complex, wireless-based communications systems and offer our expertise in the long-term direction and growth of our customers' communications infrastructure.

Our EMC services can serve to enhance our partnership with our customers and provide a more integrated and intuitive approach to the long-term development of our clients' communications platforms.

Service Benefits

- Periodic Solution Health-Check
- Proactive Identification and Resolution of Negative Trends
- New Feature Reviews
- Workflow Analysis
- Configuration Optimization
- Open Issue Review

About Our CNS Team

- Founded in 1996
- 30+ Employees
- Elite 5G Cradlepoint Partner
- Premiere AirLink Reseller
- Top Digi Resale Partner
- Located in Chapel Hill, NC
- Joined MCA Family in 2019

About MCA

- 30+ Years in Business
- 1000+ Employees
- Locations in 13 States
- 80+ Regional Offices
- 65,000+ Customers
- "Service-First" Approach
- Top Motorola Partner

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