MCA | Professional Services

Implementation, Training, Surveying, and More...

All the professional services outlined within this document are executed within the context of a well-defined project, described in a Statement of Work *(SOW)*, which represents a contract to deliver the solution purchased by the customer. This project-focused approach provides peace of mind to key stakeholders that they can count on a successful implementation. Upon project completion, we introduce our customers to our industry-leading technical support services for ongoing and long-term solution support.

Implementation Services | Assured Success

We deliver solutions, tailored to customer needs, which are executed based on an evolving set of best practices and project management processes and methodologies. These solutions are delivered within the context of a structured project, defined by a Statement of Work *(SOW)* and a comprehensive Project Plan. Project management is an integral part of solution delivery, guiding customers, partners and third-party developers through the project execution process. The project is defined and scoped, with regular project review calls and/or project update reports.

Key Benefits

- "Assured Success"
- Best Practices
- Turnkey implementation
- Solution Knowledge Transfer

Learn More About Our Implementation Services>>

Training Services | Remote and On-Site

Our engineering services team offers training services, designed to provide a customer with a full, and complete understanding of the solutions we help them implement. These training services can be all-inclusive of the existing solutions, or can be tailored to very specific learning needs and objectives. Our training sessions can target our clients' different operational silos, such as IT, field operations, fleet management, installation technicians and infrastructure management.

Key Benefits

- Full Solution Training
- Real-World Scenarios
- New Use Cases
- Hands-On Interaction
- Best Practices

Learn More About Our Training Services>>

Services Offered

- Implementation
- Client Training
- Proof of Concept
- Engineering Maintenance
- System Auditing
- RF Site Surveying

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

Our CNS Teams' Professional Services offering provides full product life-cycle services, partnering with customers to ensure the deployment of the most comprehensive and high-performance enterprise-grade fixed and mobile networks possible.
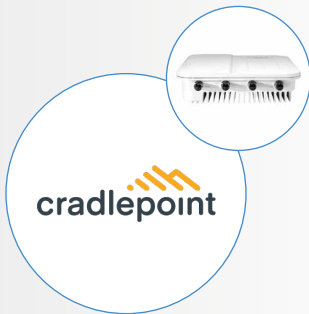
Proof of Concept Services | Real-World Testing

Our POC services are designed to carry out an implementation of the MCA proposed solution in the form of a pilot, consisting of all the use cases to be verified for the larger project. A comprehensive POC can serve to assure all key stakeholders that the proposed solution will meet the needs of the organization and all relevant use cases. This service allows our customers to assess the solution in-action at a fraction of the investment required for full fleet roll-outs. Specific, customer approved, success criteria are defined in this service, and used to verify all project objectives are met.

Key Benefits

- Test of "As-Designed" Proposal Prior to Full Investment
- Real-World Verification of Use Cases/Workflows
- Investment in Proven Solution
- Comprehensive Test Plan
- Risks Identified and Managed Up Front

*Learn More About Our Proof of Concept Services>>*

Engineering Maintenance Services | EMC Contracts

Our engineering services 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.

Key Benefits

- Periodic Solution Health-Check
- Proactively Identify and Resolve of Negative Trends
- New Feature and Open Issue Reviews
- Workflow Analysis and Configuration Optimization

Learn More About Our EMC Services>>
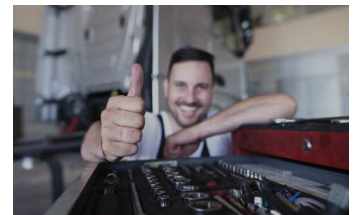
System Audit Services | Network Health and Performance

We offer system audit services to our clients' — designed to provide a comprehensive review of the implemented solution and provide recommendations on potential design/configuration modifications, new workflow strategies, and new product features that can have a positive impact on solution performance or operational objectives. Often, organizations can realize performance improvements based on new best practices or software features that may become available with future updates.

Key Benefits

- Workflow Improvements with New Best Practices
- New Product Feature Integration
- Enhanced Network Performance
- Existing Issue Identification
- Productivity Gains and Future Planning
- Cost Management

Learn More About Our Auditing Services>>

Our Professional Services team consists of highly experienced Project Managers and Network Engineers, who possess the knowledge and expertise, not only of fixed and mobile networking solutions, but of the enterprise network and the integration of devices and applications into that solution.

Site Survey Services | RF Coverage Testing

Our engineering services team provides RF Site Survey services to assist customers with designing RF-based infrastructure that is efficient, robust and secure. Our engineers will perform initial studies on the requirements of a proposed RF infrastructure, resulting in an initial plan for execution. Once this plan is determined, an on-site RF assessment will be conducted to confirm the plan, or modify it based on the on-site findings. This on-site assessment will take into account the overall environment, including RF noise, existing RF infrastructure, physical obstructions and the overall channel usage in the area to be assessed.

Key Benefits

- Improved Wireless Performance
- Documented Infrastructure
- Design to Specific Device Requirements
- Security Recommendations
- Verification of Coverage Requirements
- Improved User Experience
- Future Planning

Learn More About Our RF Survey Services>>
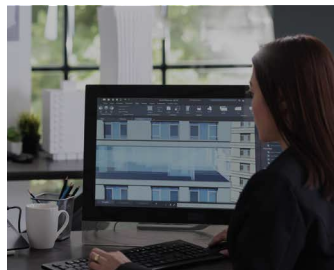
MCA's Cellular Networking Solutions Team | About Us

For over 25 years, the CNS team within MCA *(formerly known as USAT)* 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 and/or mobile field locations.

USAT 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 data communications hardware and software, providing industry targeted IIoT connectivity solutions to fit our clients' exacting needs.

Additional Services

DEVPROV⁺

A suite of WWAN services including device provisioning, configuration, activation, kitting, and more.

Learn More >>

EXPRESS M2M

Utilize security-minded private networks that are inaccessible from devices outside of the network.

Learn More >>

CONTACT US TODAY TO START MAKING YOUR WORKPLACE BETTER

www.callmc.com • 888-550-8728 • info@callmc.com