IT Infrastructure Solutions

Service Communications Inc. (SCI) is an IT infrastructure solutions provider headquartered in Washington, celebrating over 30 years in business. We have built close relationships with IT managers and staff, facilities and property managers, general contractors, architects, building owners, brokers, and end users by offering efficient and effective analysis and solutions that meet your specific needs. The shared goal is to help you keep up with the latest technology requirements whether for retail, office, or specialty environments like data or call centers. Our coverage extends across North America, and in some markets overseas. You'll find us a helpful and knowledgeable resource for planning, budgeting, and execution – an IT vendor you can truly rely on.

SCI Capabilities

Project Management
- Site surveys, engineering, design
- New construction, remodels, closures, equipment decommissioning
- National rollouts, equipment deployments
- MACs (moves, adds & changes)

Audio-Visual Installations
- Design and engineering
- Sourcing and installation of video conferencing and all size displays
- Video wall design and installation
- Retrofit / updates of existing installations

Structured Cabling
- Copper
- Fiber
- Demarc extensions
- Data center / MDF / IDF buildouts and cleanups
- Security, surveillance cameras
- Audio-visual, wireless, speakers, conferencing

Managed Services
- Customized goal-based IT support with high availability and efficiency
- Scalable and future-proof
- Reduce operating expenses

U.S. Based Technical Support
- Remote assistance
- Response / dispatch within customer defined timeframes
- Network, desktop, telephony, Smarthands, carrier meets

Data and Transport Services
- Carrier identification, quotes, and renewal negotiation using our master agent pricing
- Free circuit monitoring with alerts and reporting
- Multi-location aggregation for easier management and billing
- SD-WAN
- Business class internet
- MPLS
- Ethernet private line
- Direct cloud connections – AWS, Azure, Google, etc.
- Wireless LTE
- Satellite

Voice
- UCaaS (Unified Communications as a Service)
- Hosted PBX
- On Premise PBX, including refurbishment & repair, troubleshooting, and programming
- SIP
- PRI
- POTS

Logistics
- Inventory, storage, asset management, shipping/receiving, deployment, and asset retirement for customer-owned equipment
- Repairs, refurbishment, and warranty work for phone systems & handsets (other equipment possible)

Cloud and Hybrid Cloud Services
- Cloud storage and backup
- DRaaS (Disaster Recovery as a Service)
- DaaS (Desktop as a Service)
- Desktop management
- Managed applications such as Exchange, Sharepoint, Office 365, SQL Server

Security and Compliance Services
- DDoS (Distributed Denial of Service) mitigation and IP proxy service
- Managed cloud firewall
- Vulnerability management
- Regulatory compliance
- IDS/IPS (Intrusion Detection Systems and Intrusion Prevention Systems)
- Antivirus
- Spam filtering
- MFA (Multi-factor Authentication)
- Web content filtering
- Log monitoring