

Metaswitch Support and Maintenance

JTD TechAdvisors and PICS Telecom partner to introduce new support options for service providers.



Our partner, JTD TechAdvisors, recently launched a dedicated Voice Network Services practice led by Maya Henderson, a former Metaswitch executive whose leadership responsibilities included Worldwide Support and Professional Services. The practice includes senior engineers with extensive experience supporting Metaswitch platforms and complex voice networks. As operators evaluate the future of their voice networks, some are preparing for platform migrations while others are focused on extending the reliable service life of their existing Metaswitch environments. Both strategies require experienced technical resources that understand the platform and the operational demands of service provider networks.



Beyond traditional break/fix support

JTD provides voice platform migrations, advanced troubleshooting, outage response, root cause analysis, architectural reviews, operational guidance, and strategic recommendations to improve platform stability and reduce operational risk over time.

The offering provides operators with:

- Typically 40-50% lower cost than traditional Metaswitch support contracts
- Flexible month-to-month and annual engagement options
- Direct access to senior engineers with extensive Metaswitch experience
- A high-touch support model built around understanding your network, operations, and business objectives

Experienced Metaswitch engineers, flexible support options,
and potential cost savings for service providers.

A consultative path forward

Whether supporting a planned migration, extending the life of a current Metaswitch platform, or seeking a more responsive support organization, the team can discuss your requirements. JTD TechAdvisors is a boutique consulting firm specializing in telecom cost optimization for communications service providers and private equity firms.

FLEXIBLE SUPPORT BUILT AROUND YOUR NETWORK

Discuss Your Metaswitch Environment

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