# MANAGED IT SERVICES

Matrix IT's Managed IT Services
for your business.

Matrix IT

We're with you every step of the way...
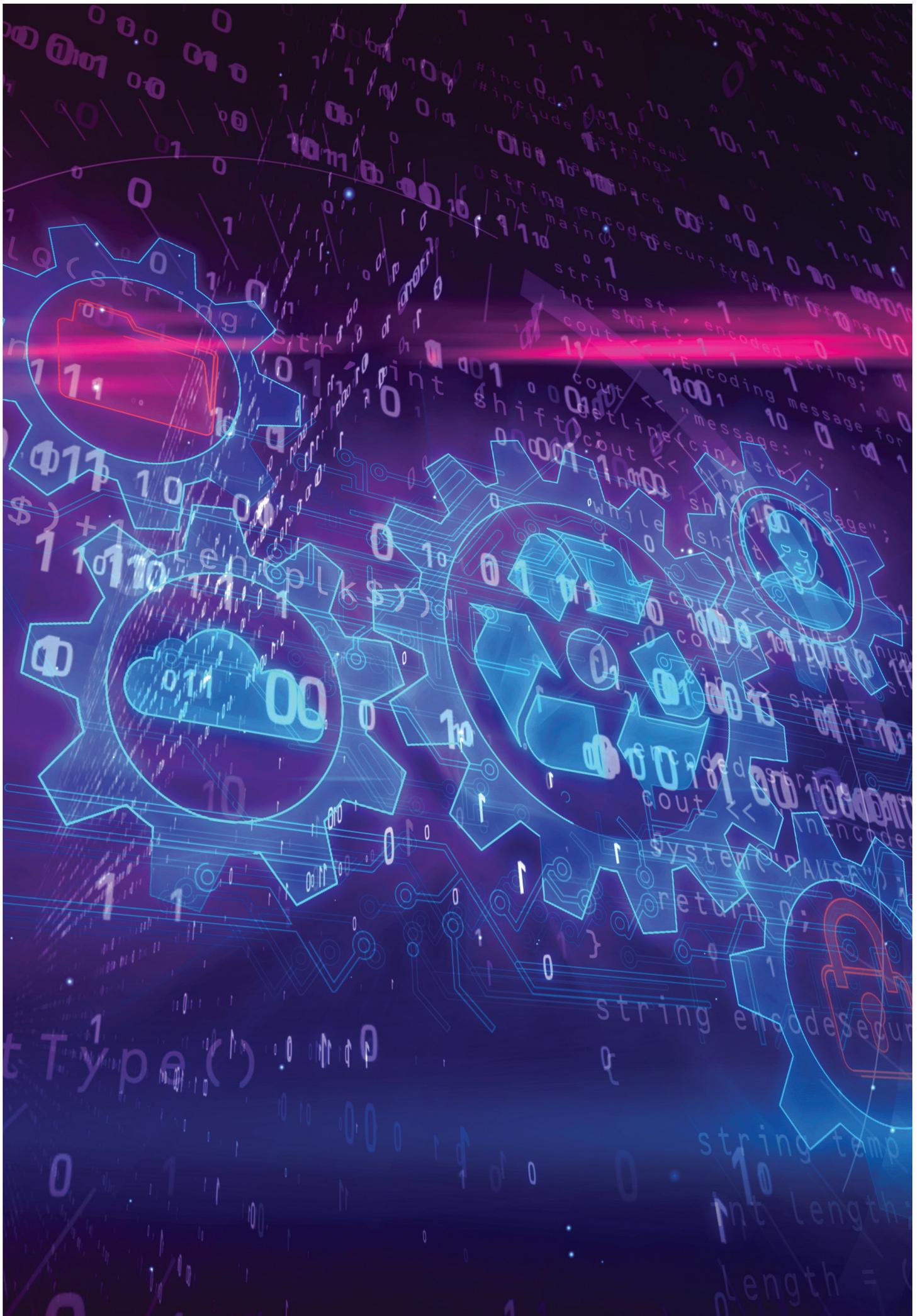
COMPLETE IT SERVICES AND SOLUTIONS FOR YOUR BUSINESS

We are committed to providing the expertise and services that ensure your business and IT systems run smoothly and efficiently at all times. By taking away the burden of IT, we allow you to focus on what you do best, whilst maximising the return on your investment.

Since our humble beginnings, we have attracted great talent, moved through the ranks and built a robust IT services business.

At Matrix IT, we believe that building long standing client relationships are key to the success of any business and we take great pride in the relationships that we have developed over the years.

WE LOOK FORWARD TO WORKING WITH YOU.

Matrix IT

We're with you every step of the way...

We were reticent to change IT supplier as I was of the opinion we were so embedded with our last providers. I need not have worried and am so happy we are now with Matrix IT.

Boat Canopy Manufacturer

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IT SUPPORT

Our IT support services ensure you have someone on hand to help you through IT issues when they arise.

Despite the most robust systems, users still experience issues from time to time. Failing hardware, misbehaving software, and those days where files vanish from your desktop are all set to aggravate and disrupt your day.

Our support systems are built on industry-standard ITIL platforms and have been perfected over fifteen years. This ensures the correct flow of tickets and prioritisation of critical issues.

Our staff are all trained to Microsoft level to ensure they understand the technology you are using.

We are also an ISO 27001 and ISO 9001 certified company, proving our systems adhere to internal standards, meaning you are in safe hands.

WHAT IS 'IT SUPPORT'?

IT support comprises of several different functions, so our technicians are much more than a technical person waiting for your call. Matrix defines IT Support as:

> **Triage** - All new tickets are triaged and assigned a priority based on their severity. Every issue is logged and ticketed, meaning once it is in our system, we can provide support to an agreed time frame based on a Service Level Agreement (SLA)

> **Tiered Support** – Our Level 2 and level 3 engineers, provide a clear escalation path for tickets, ensuring a faster fault diagnosis and return to system stability.

> **Onsite Engineers** – From scheduled site maintenance to emergency site visits, we have a team of qualified engineers on standby.

> **Proactive Monitoring** – Our monitoring systems manage your devices, diagnosing, alerting and auto fixing issues.

> **Crisis Management** – Key management of issues, especially when they are business-critical, need careful management and direction.

> When we were looking for an IT provider, we wanted experts who we could trust as our IT and cyber security specialist. Matrix IT exceeded our expectations in service, support and delivery

Football Club
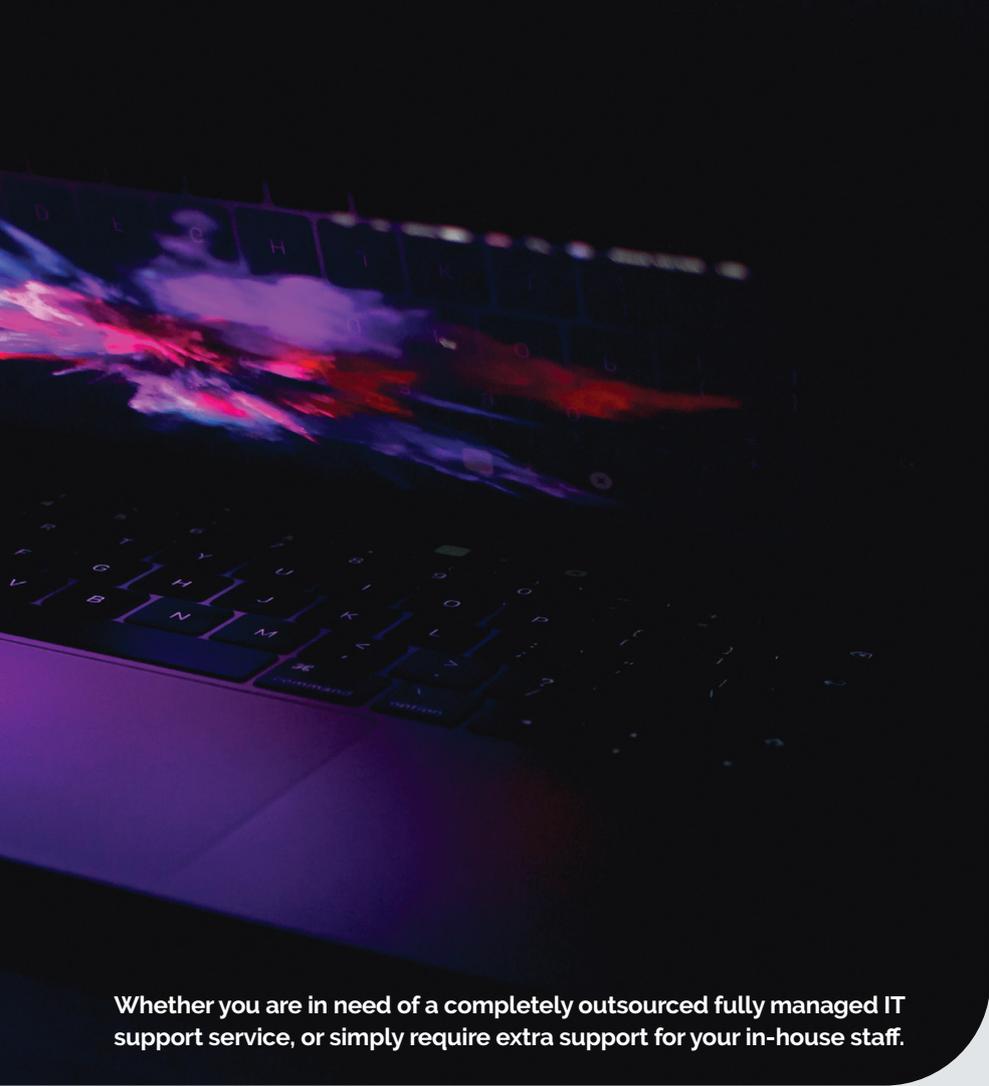
Whether you are in need of a completely outsourced fully managed IT support service, or simply require extra support for your in-house staff.

PAY-AS-YOU-GO

At Matrix IT we offer pre-paid or a block of engineering time for pay-as-you-go or out-of-hours IT support.

> Adhoc or block-time support

ALL-INCLUSIVE REMOTE & ONSITE

Matrix IT can provide support to your existing IT team with several services, along with access to extensive knowledge to complement the skill set of your in-house team.

We provide our back-office systems to enhance this relationship and provide guidance and direction as required. Additionally, when your staff are on holiday, absent, or required to carry out other services, access to professional IT cover and resources is always on hand.

> Managed NOC Service
> IT Strategy Support
> Service Desk Support
> Onsite Support
> IT Protect Essential Suite

FULLY OUTSOURCED

We provide you with your very own outsourced IT department and all functions required to enhance your business, at a fraction of the cost of employing an in-house team.

Our fully managed outsourced IT service will provide you with access to our highly qualified team of technical engineers, a robust delivery of automated fixes, and strategy expertise to minimise downtime and maximise productivity for your business.

We can also go one step further and provide you with a dedicated member of staff, handpicked for you and located in your business..

> Managed NOC Service
> IT Strategy Support
> Service Desk Support
> Onsite Support
> Dedicated Onsite Support
> IT Protect Essential Suite

IT SUPPORT SERVICES GRID

Matrix IT has defined three different IT support solutions for businesses with varying IT support requirements. Each package is designed to strengthen your IT support and give you peace of mind. As a trusted advisor, we provide the technology, training and expertise to help keep your IT systems up and running at all times.

	PAY AS YOU GO	ALL-INCLUSIVE REMOTE & ONSITE	FULLY OUTSOURCED
Adhoc or Block Time Support Pre-paid or block of engineering time for pay-as-you-go support or time spent supporting customers out-of-hours	●	●	●
Matrix Managed NOC Service (Network Operations Centre) Proactive monitoring and alerting of all core infrastructure and user devices		●	●
Matrix IT Strategy Support Quarterly IT Director support delivering strategic planning budgeting and technology roadmap guidance		●	●
Matrix Service Desk Support Unlimited telephone and remote service desk support; Monday-Friday from 8am-6pm (excluding bank holidays)		●	●
Matrix Onsite Support Unlimited onsite engineering suport backed up by a comprehensive service level agreement		●	●
Matrix Dedicated Onsite Support A flexible and bespoke IT service delivered by a dedicated team hand picked for you, located in your business			●
IT Protect Essential Suite Per user Endpoint Security, Web Content Control, Multi-Factor Authentication, Security Patching & Email Security		●	●

BOLT ONS

IT Protect Professional Suite Items listed in Essentials Suite plus - Email Encryption, Endpoint Security, Endpoint Security Advanced, Endpoint Detection & Response, Disk Encryption, User Security Awareness Training, Dark Web & Device Control			
IT Protect Advanced Suite Items listed in Professional Suite plus - SIEM, Email Impersonation Protection, Email DMARC Monitoring and Email Incident Response, Disk Encryption			

Our school desperately needed an upgrade to it's Wi-Fi network. Matrix IT handled everything for us. They found us the right technology and installed it very quickly, with no disruption. Very professional and reliable.

School

We understand that every business has different requirements, so we offer a range of flexible options that scale to meet your needs.

24/7 COVER

For many businesses, the working day doesn't start at 9am and end at 5pm. This is why we provide flexible IT services, ensuring that your IT systems are supported 24 hours a day, 7 days a week. You can rest assured that our highly trained team of technical experts will be on hand ready to help your staff and keep any downtime to a minimum.

OVERFLOW SERVICES

In most cases, major projects and proof of concepts tend to happen outside of core hours to prevent disruption to the day-to-day operation of a business. We can be on hand to monitor major IT projects and updates, act on any necessary fixes, and reduce the time to delivery.

EMERGENCY SERVICES

Whether it's a business-critical emergency (such as server failure) that requires urgent remote support or a rapid on-site visit by one of our senior engineers, we're here to help get you quickly back up and running again.

PRIORITY RATING EXPLAINED

The Urgency/Impact ensures that the correct priority rating is selected, depending upon:

	IMPACT - What is affected	URGENCY - Who is affected
HIGH	> Major business processes are stopped	> Whole company is affected
MEDIUM	> Business is degraded, but there is a workaround	> Departments or large group of users are affected
LOW	> More of an irritation than a stoppage	> One user or a small group of users is affected

Matrix IT will then select the priority rating based upon the following:

	HIGH URGENCY	MEDIUM URGENCY	LOW URGENCY
HIGH IMPACT	P1 - Critical	P2 - High	P3 - Medium
MEDIUM IMPACT	P2 - High	P3 - Medium	P4 - Low
LOW IMPACT	P3 - Medium	P4 - Low	P5 - No SLA

Below are a list of examples to help you identify your IT support issue priority rating:

PRIORITY	EXAMPLES	RESPONSE TARGET
P1	> Complete loss of service to a customer site > Critical system(s) or service(s) inoperative	15 Minutes
P2	> Partial loss of service to a customer site > Multiple applications unavailable > Partial failure or unavailability of the application system > Failure of a single component which does not result in a total loss of service	1 Hour
P3	> A problem affecting a single client system or peripheral hardware device e.g. monitor, keyboard, printer, etc > Slow response from the application system	2 Hours
P4	> A problem affecting peripheral hardware e.g. printer. where an immediate workaround is available e.g. using a different printer.	4 Hours
P5	> Any problem or enquiry where no service impact is incurred and/or no urgent action is required	8 Hours

COMMUNICATIONS

Matrix IT is a leading business communications provider. Our streamlined communication solutions are designed to work flexibly and collaboratively.

Whether you need FTTC, fully managed MPLS solutions or hosted telephony, we can help you on your journey to next-generation communications.

Our success has been built on trust and close working relationships, thanks to our excellent service to our customers, who depend on robust and reliable communication solutions.

In an ever-increasingly connected world, we understand that communication solutions aren't a 9-5 operation and that today, businesses cannot afford to experience downtime.

> When we had outgrown our small office, we had the daunting task of moving business premises. Matrix planned everything for us! We simply packed up on Friday afternoon, and come Monday morning, we arrived at the new office.
>
> Recruitment Agency

Matrix IT's reliable communication solutions enable your business to communicate and collaborate efficiently.

CONNECTIVITY & INTERNET

Connectivity provides the gateway to your cloud and phone services, making communications management an essential part of your business, and the support we can provide.

Our connectivity portfolio compliments your business needs and budget. From FTTC through to a fully managed MPLS solution, we have the right products for you.

> **Leased Line Connectivity** – dedicated internet line with guaranteed service levels
> **City Fiber** – lower cost of ownership leased line solution
> **Fiber to the Cabinet (FTTC)** – standard business 20:1 contended internet line
> **Multiprotocol Label Switching (MPLS)** – private wide-area network used for connecting multiple office locations
> **Microsoft ExpressRoute** –directly connect your Internet connection into Microsoft Azure, improving security

HOSTED TELEPHONY/VOIP

As businesses embrace remote working and robust contingency plans, voice over IP or VoIP phone systems should be considered. Built-in the cloud, the need for on-premise equipment is removed making this solution flexible as it can be accessed from anywhere with an internet connection.

Our VoIP systems are managed as part of our managed services, ensuring you have support when you need it.

Staff can choose between the options of using a handset (with a headset), a mobile app, or both. Each option provides a feature-rich experience and includes all the standard features you would expect of a telephone system.

Enhanced features, such as CRM integration, call recording, and conferencing are just a few of the many available functions to benefit businesses.

Reliability is key to the IT systems we use every day, but if something does go wrong, we needed a fast response time and someone we knew could deliver. Matrix IT has proven themselves on both counts, time after time.

Industrial Services

CONTACT US TODAY

Leading IT support and communication services that scale as your business grows. Feel safe in the knowledge that your IT infrastructure is taken care of with our team of highly trained technical experts.

FOR MORE INFORMATION PLEASE TALK TO US TODAY.

T. **01329 888444**

E. **moreinfo@mtxit.com**

W. **www.mtxit.com**

A. **Main Barn, Cams Hall Estate, Fareham, PO16 8UT**

Matrix IT

We're with you every step of the way...

CYBER ESSENTIALS CERTIFIED PLUS

British Assessment Bureau
UKAS MANAGEMENT SYSTEMS 8289
ISO 9001
QUALITY MANAGEMENT

British Assessment Bureau
UKAS MANAGEMENT SYSTEMS 8289
ISO 27001
INFORMATION SECURITY MANAGEMENT

Microsoft Solutions Partner

Matrix IT

We're with you every step of the way...

www.mtxit.com