

PROJECTS & STRATEGY

Matrix IT's Project and Strategy services for your business

SECURITY SERVICES | MANAGED IT SERVICES | CLOUD SERVICES | PROJECTS & STRATEGY



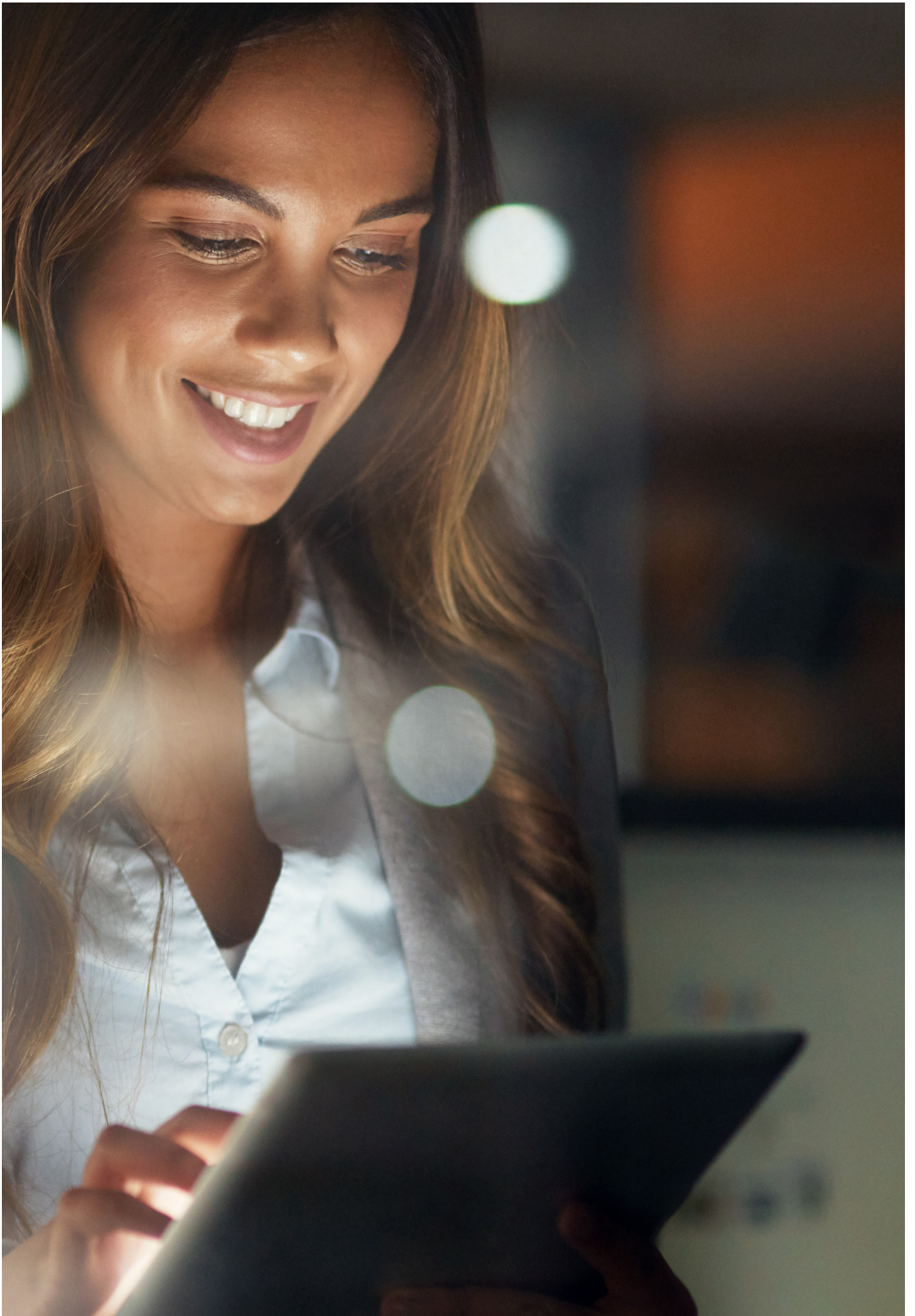
Matrix IT

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

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MTXIT-V4-07/2024



TECHNOLOGY 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 of Microsoft to achieve partner status, achieved ISO 27001 and ISO 9001 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.



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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PROJECT AND STRATEGY

Our highly qualified IT Consultants, Project Managers and Security Specialists use their expert knowledge to develop and implement IT strategies and projects based on your needs.

Matrix IT's Project Management and IT Strategy services enhance your IT capabilities to create value and ensure that the organisation is functional, secure and successful.

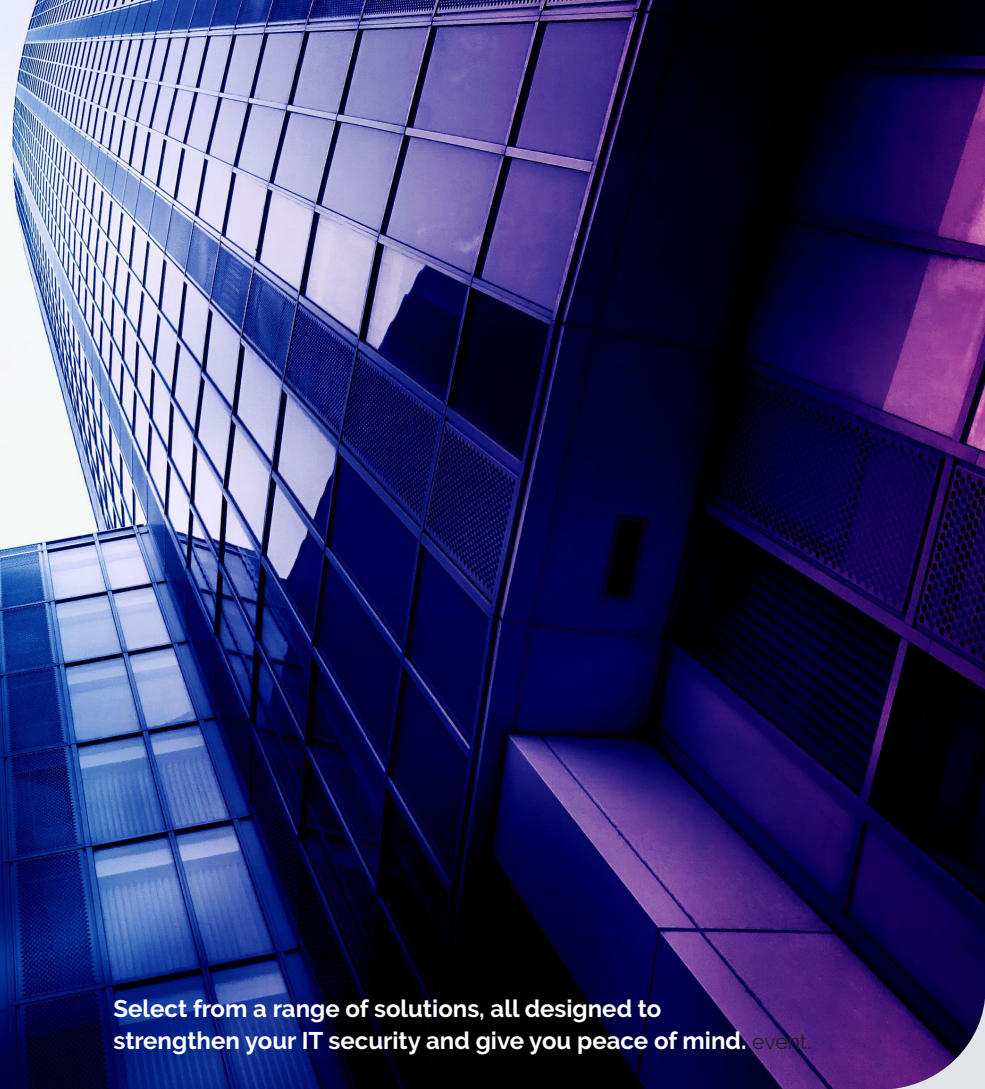
Our team of expert consultants review the status of your IT systems and help you maximise your IT investment in line with your business goals.



Whether you require us to take on the entire project management or work with your board of directors to deliver and IT strategy in line with your business objectives, our team of technical experts are here to help.

OUR PROJECT AND STRATEGY SERVICES:

- > Strategy Services
- > Project Management
- > Virtual IT Director



Select from a range of solutions, all designed to strengthen your IT security and give you peace of mind. event.

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

Portsmouth Football Club

IT STRATEGY SERVICES

Our IT Strategy service provides our customers with a technology roadmap specifically tailored to meet the IT requirements and growth goals of the business.

Our IT Strategy engagement model begins with a technical audit and a documented understanding of what your specific requirements are, and a view of what 'Good IT' should look like.

As part of our technical audit we speak to the key stakeholders, as well as a broad selection of users. The interviews allow users across the business to provide feedback on how well the existing IT services work and provide valuable insight into working practices to help us determine the most suitable support structure.

The initial audit results are presented back, covering the potential risks. The improvement plan is then summarised in a written report.

REPORT CONTENT

Matrix's IT Strategy report will provide a high-level overview of your current IT position and present the results back using our RAG (Red-Amber-Green) rated IT scoring chart.

The report will contain a summary of recommendations to bring all areas of the IT service to a good standard and outlines the required investment in a budgetary plan. The key elements of the IT Strategy onboarding review includes:

- > RAG rated IT scoring chart
- > Summary of recommendations
- > 1-5 year budget plan
- > User survey feedback
- > Summary of supporting evidence

Our strategic review team will investigate and report on each of the key areas and criteria listed below:

AREAS OF INVESTIGATION

Strategy and Support

IT Strategy and Support IT Support and Training

Information Security

Regulatory Compliance Information Security
 External Security Data Assurance
 Data Backup Disaster Recovery

Core IT Infrastructure

Storage Infrastructure Uninterruptible Power Supplies
 Active Directory Infrastructure Software & Licensing

Business Application Strategy

Email Communications Business Application Services

Supporting Infrastructure

Wireless Networking Printing, Scanning and Faxing
 Communications Client Devices
 Local Area Networking Wide Area Networking

PROJECT MANAGEMENT

Over the last 20 years we have carried out 1000s of IT projects, whether it be office cloud migrations, server deployment and configuration or office moves, the list is endless. Our highly qualified and ITIL certified Project Management team ensures that all projects are delivered on time, with minimum disruption and on budget.

Our project delivery team can carry out the following list of projects, often out-of-hours, to mitigate disrupting your employees. Below is not an exhaustive list – rather an indication of the type of work we complete.

TYPES OF PROJECTS

- > Microsoft Office 365 installation and migrations
- > Backup deployment and configuration
- > Virtualised Infrastructure server upgrades and migrations
- > PC/Laptop upgrades and user profile migrations
- > Microsoft Azure Virtual desktop deployments and migrations
- > On-premises to cloud Infrastructure migrations
- > Wireless upgrades and installations
- > Switching and networking upgrades and installs
- > On-premises infrastructure upgrades
- > Next generation firewall deployments and replacements

Whether you are in need of Matrix IT delivering a fully managed IT project, or simply require extra support for your in-house staff, Matrix IT have the right people, products and systems for you.

OFFICE MOVES

Whether you're moving to a bigger office across town or simply relocating to another part of the country, moving office will always be a handful. At Matrix, we provide a comprehensive office removals service that can be tailored to suit your individual requirements, helping you move your business effortlessly.

We understand that moving office can be a complicated process, especially if you need to continue operating while the move is in progress. We have a structured and reliable approach to moving your IT Infrastructure and communications and have moved numerous local businesses. We will liaise with any third parties, ensure that emails and phone systems are moved effectively and efficiently whilst most importantly making sure you don't experience any downtime.

When we were looking for an IT provider, we wanted experts who we could trust as our IT and cyber security specialist.

Portsmouth Football Club



VIRTUAL IT DIRECTOR

Typically, smaller businesses do not need to employ a full time IT director or will have the benefit of a senior- level stakeholder with the technology skills to drive IT improvements. Therefore, in addition to providing Business-as-Usual support services and account management, Matrix offers offer ongoing strategic support in the form of a virtual IT director.

Matrix uses the initial Strategic Onboarding process to provide a baseline and means of tracking progress and allocate a strategic virtual IT director to work with you ongoing to fill this gap and help drive forward and track IT progression, whilst measuring business improvement.

If required, the virtual IT director role can also be expanded to provide help with the implementation of new business applications, reviewing user processes and infrastructure services necessary to deliver an efficient, resilient and high-performance IT service.

ONBOARDING

Our onboarding process is designed to ensure we understand your specific IT and security concerns, allowing us to provide a solution that matches your individual requirements.

We have two types of onboarding processes depending on your specific needs.

STRATEGIC ONBOARDING

Customers that choose to work with us on a strategic partnership level embark on a fully comprehensive onboarding process that begins with a technical audit. This allows us to determine what is today's reality and how we will bridge the gap between 'Good IT'.

Our Strategic fully comprehensive onboarding process includes the following key steps;

- > A technical audit of the existing IT infrastructure and working IT practices
- > A review of how IT is currently used and what challenges and inefficiencies exist
- > Gain a detailed understanding of all areas of risk and improvement recommendations
- > Both parties to agree and commit to achievable improvement plans to support the business
- > A transition plan to successfully migrate a customer across to Matrix's services

The agreed improvement plan is then summarised in a written report covering the health and status of the existing infrastructure technologies.

TECHNICAL ONBOARDING

For customers who do not wish to embark on a strategic IT partnership, at the point of onboarding, Matrix will perform a simple technical audit of the existing IT infrastructure and working IT practices. In its simplest form, this will record what hardware and software are in use, and highlight any initial risks or concerns.



SERVICE LEVEL AGREEMENTS (SLAs)

All calls and problems are allocated with a severity code based upon their impact on the business or user. Severity codes are used to prioritise problems to gain correct focus, to set target times for recovery, set thresholds for escalation and measure performance against the Service Level Agreement.

Achievement of many service level targets is dependent on an up to date Business Continuity Plan and the Dependencies identified within, along with relevant third party hardware/software/service support agreements and SLAs.

The initial severity code is requested by the customer and reviewed by Matrix at the time the problem is logged on the ticketing system.

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.

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