



# INTRO TO MATRIX IT

A guide to why so many businesses  
choose Matrix as their preferred IT partner

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

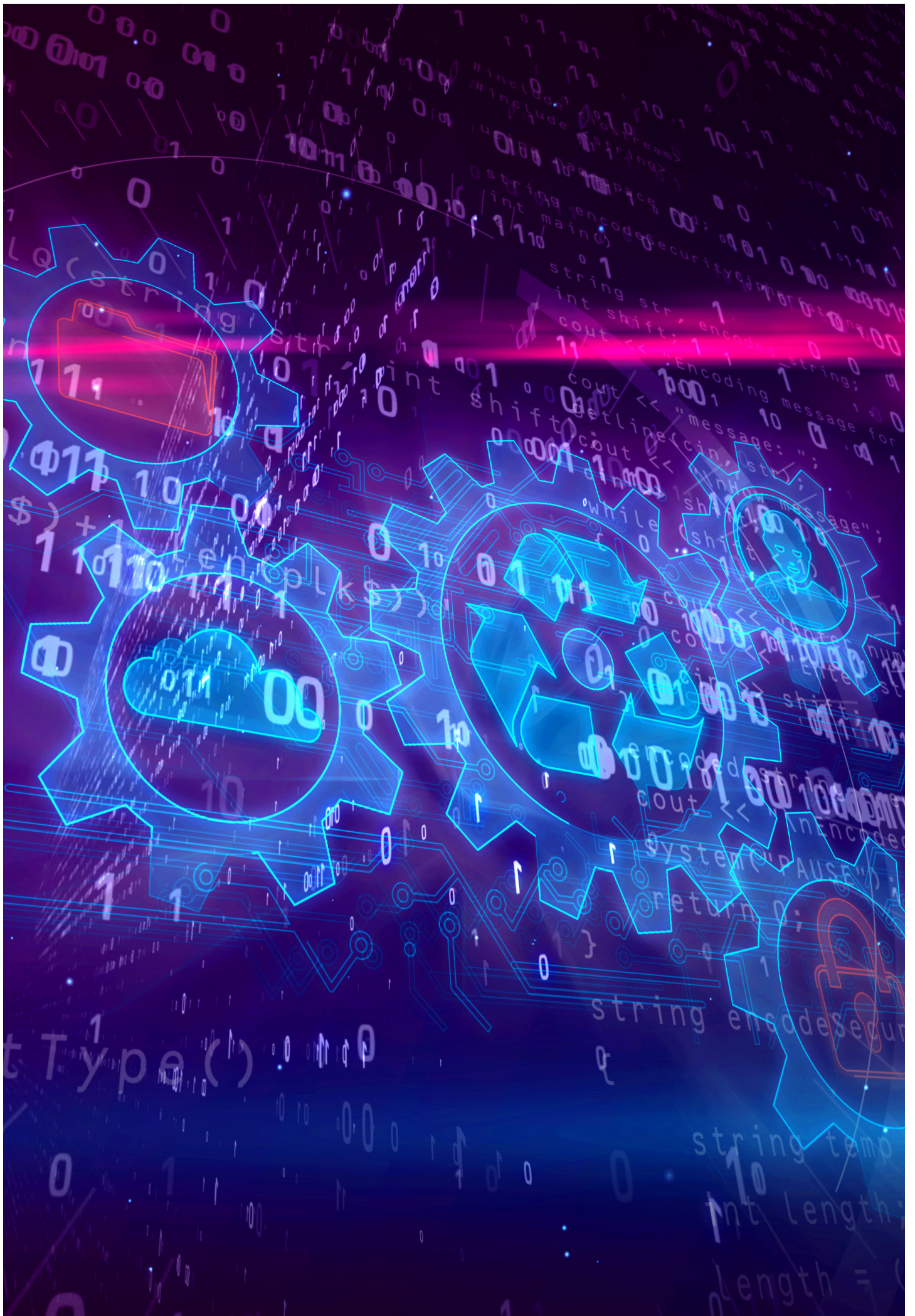


## Matrix IT

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

[www.mtxit.com](http://www.mtxit.com)

MTXIT-V9-09/2024



# 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 Solutions 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.



## Matrix IT

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

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"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."

Marine Boat Manufacturer

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## We want your business to succeed through the best use of technology.

### ABOUT US

Matrix IT was formed by Nic Cronin and his now-retired father John in February 2003. Within a year, the company began to take shape, moving into offices and delivering an unrivalled service.

Our first priority is to help you achieve success using technology, whether you are in need of a completely outsourced, fully managed IT service, or simply require extra support for your in-house staff, Matrix IT has the right people, products and systems for you.

We have been providing IT services for over 20 years and we understand that the service we deliver to our customers is paramount to ensure that your business runs in a reliable and efficient way.



#### MANAGED IT SERVICES

- > Provide remote IT system monitoring
- > Manage and support customers' IT, Internet and telephony
- > Supply and deliver hardware, software, and IT infrastructure
- > Emergency on-site support, fault diagnosis and resolution



#### IT SECURITY

- > Provide all areas of IT security
- > Data backup and business disaster recovery protection
- > Security audits and penetration testing
- > Cyber Essentials Plus certification



#### CLOUD SERVICES

- > Private Cloud
- > Hybrid Cloud
- > Cloud Migrations
- > Business continuity, recovery and backup



#### PROJECTS AND STRATEGY

- > Strategic consultancy and IT director leadership support
- > Align customer IT infrastructure to support business goals
- > Project management support for SMEs and in-house teams
- > Manage and office moves and Infrastructure migrations



“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.

## OUR PURPOSE AND VALUES

To provide outstanding secure IT services with an efficient and effective customer-focused approach.

### TEAM SPIRIT

- Team first, individuals second.
- We demonstrate a united professional front and respect each other.
- There is nothing we can't do when we work together.

“We're unrelenting in our pursuit of excellence!”

### RESILIENCE

- We are resilient. We solve problems and are accountable.
- We understand the value of every task and continually adapt to improve.
- No problem is ever too big or too small to resolve.

“Let's work hard and show passion to get it right first time!”

### WELLBEING FIRST

- We show our employees and colleagues we care. There is always someone to talk to.
- We understand that humour improves productivity, reduces stress, and provides motivation.
- We balance the pressures of work with creating a fun environment to bring us all together.

“Life is better when you're laughing!”

### COMMUNICATE

- We understand the value of positive communication with employees, colleagues, and customers.
- We use the right communication at the right time.
- We listen to each other, share knowledge, and deliver the same message.

“Let's stay connected!”

## OUR PARTNERS

At Matrix we strive for continuous improvement and work with best-in-class partners to provide the right solutions. We have all the right vital industry partner credentials and partnership awards with Microsoft, Hewlett Packard and Dell to name a few, as well as being ISO 9001 and ISO 27001 certified.



# MANAGED IT SERVICES

Whether you need a fully managed IT support service, or simply require extra support for your in-house staff, we have the right people, products, and systems for you.

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.

We take full responsibility for providing the right products and services for your business, leaving you with a comprehensive, seamless system and one number to call when you need support.



Our Managed IT Services solutions are built on industry-standard ITIL platforms and have been perfected for over fifteen years. Our staff are all trained to Microsoft level to ensure they understand the technology you are using.

## OUR MANAGED IT SERVICES:

- > IT Support
- > Communications
- > Remote Monitoring



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“IT plays such a vital part in every element of the business that it can't be looked at as something you keep at arm's length and manage separately. We take IT incredibly seriously.”

Solicitors

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## IT SUPPORT

Matrix IT's support services have been designed for SMEs and in-house teams. Our IT support services ensure you have someone on hand to help you through IT issues when they arise. Our qualified team of technical engineers deliver best-in-class service desk support. We have the right people, products and systems to help support you.



### PAY AS YOU GO

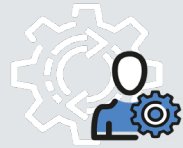
At Matrix IT we offer pre-paid or a block of engineering time for pay-as-you-go or out-of-hours support.



### WORKING WITH YOU

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.



### FULLY MANAGED

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 technical engineer, 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.

## 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**

### Ad hoc 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



### Managed NOC Service

(Network Operations Centre) Proactive monitoring and alerting of all core infrastructure and user devices



### Strategy Support

Quarterly IT Director support delivering strategic planning budgeting and technology roadmap guidance



### Service Desk Support

Unlimited telephone and remote service desk support; Monday-Friday from 8am-6pm (excluding bank holidays)



### Onsite Support

Unlimited onsite engineering support backed up by a comprehensive service level agreement



### 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



## ADDITIONAL SECURITY

### 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



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## COMMUNICATIONS

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Matrix IT is a leading business communications provider. Our streamlined communication solutions allow businesses of all sizes 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.

### CONNECTIVITY AND 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. See full list of connectivity solutions:

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

### HOSTED TELEPHONY

As businesses embrace remote working and robust contingency plans, then Voice over Internet Protocol (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. Providing up to 5000 minutes per handset, VoIP telephone systems should be enough for your telesales staff.

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



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## REMOTE MONITORING

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Ensuring your IT systems are up to date and functioning as intended is vital for any modern business. Few businesses have the resources or expertise to commit to continual systems monitoring, this is where Matrix come in.

Our Network Operation Centre (NOC) monitors your IT systems, making sure that all systems are functioning properly, as well as alerting us of any that require attention. The Remote Monitoring & Management (RMM) monitors for faults on your servers, workstations, networking and connectivity, 24 hours a day, 7 days a week.

You can rest assured that your IT systems are in safe hands with our system monitoring services, leaving you to focus 100% on your key responsibilities.

# SECURITY SERVICES

Secure your IT network, business information and employees. Help prevent and mitigate threats and protect your systems against intrusion with Matrix IT's suite of cyber security solutions - IT Protect.

Cyber threats are continually evolving with attacks becoming more frequent, sophisticated, and targeted.

Businesses face a wide range of threats to important assets, with skilled hackers targeting computer systems, networks and people. To succeed, the protection of your business' confidential and sensitive information is vital.



Our security services help ensure the protection of your IT systems, staff, and information.

## OUR SECURITY SERVICES

- > Cyber Security
- > Cyber Essentials Certification
- > Dark Web Monitoring





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

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"Our school desperately needed an upgrade to its 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

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## CYBER SECURITY

Matrix IT have defined two different cyber security packages for businesses with varying security requirements. Each package is designed to strengthen your IT security and give you peace of mind. We help prevent and mitigate threats and protect your systems against the latest threats and vulnerabilities.



### BUSINESS

Our Cyber Security Business solution takes your protection to a higher level, with next generation threat detection and incident response, as well as dark web monitoring.



### PROFESSIONAL

Our Cyber Security Professional solution includes everything in our Business package, as well as taking your protection to a higher level, with next-generation managed threat detection and incident response.

The enhanced endpoint protection analyses user activity, detects unusual behavior and implements preventative measures based on the latest artificial intelligence technology. This safeguards your IT network and users from emerging threats and exploits.

## CYBER SECURITY SERVICES GRID

Matrix IT have defined two different cyber security packages for businesses with varying security requirements. Each package is designed to strengthen your IT security and give you peace of mind. As a trusted advisor, we provide the technology, training and expertise to help keep your business secure.



**BUSINESS**



**PROFESSIONAL**

	BUSINESS	PROFESSIONAL
Endpoint Security	●	●
Web Content Control	●	●
Multi-Factor Authentication	●	●
Security Patching	●	●
Email Security	●	●
Email Encryption		●
Endpoint Security Advanced		●
Endpoint Detection & Response		●
Disk Encryption		●
User Security Awareness Training		●
Dark Web		●

## BOLT ONS

Cyber Essentials Certification		
Cyber Essentials Plus Certification		
Endpoint Encryption		
Email Impersonation Protection		
Email DMARC Monitoring		
Email Incident Response		

“Partnering with Matrix has been essential to our growth plans. As we have grown they have provided the infrastructure to enable this.”

Marketing Agency



## CYBER ESSENTIALS CERTIFICATION

As fully trained consultants, we'll help you implement and achieve the Cyber Essentials and Cyber Essentials Plus certifications. Whichever level you are applying for, Matrix IT can guide you through the process or manage the application for you.

The scheme was specially developed by the UK Government and National Cyber Security Centre (NCSC) to make the UK a safer place to live and do business online. The certification process has been designed to support businesses, from large established corporate organisations to new start-up SMEs, with a manageable approach to cyber security. The framework sets out 5 key technical measures to help protect businesses against the most common cyber threats.

### 5 KEY CYBER ESSENTIAL MEASURES

1. Access controls
2. Firewalls
3. Malware protection
4. Secure configuration and network management
5. Software updates and patching

Once Cyber Essentials certified you will gain the following benefits:

#### Benefits

- > Provides opportunity to tender
- > Enhances customer confidence
- > Can reduce insurance premiums
- > Mitigates common business threats
- > Helps protect company assets and IP
- > Helps meet GDPR requirements

### CYBER ESSENTIALS

Our Cyber Essentials assessment and certification includes a vulnerability scan to determine whether or not you are meeting best practice standards of cyber protection.

Our vulnerability scan includes a thorough scan of your infrastructure to ensure you are secure. Should you not meet best practice standards we can provide you with a remediation plan and once resolved issue your certification.

### CYBER ESSENTIALS PLUS

Cyber Essentials Plus must be completed at the same time or within 3 months of the initial Cyber Essentials certification.

Cyber Essentials Plus still has the Cyber Essentials trademark simplicity of approach, and the protections you need to put in place are the same, but for Cyber Essentials Plus a hands-on technical verification is carried out on-site.

During the on-site audit we will conduct a range of vulnerability scans and test a sample of end-user and network devices to check that they meet best practices and are vulnerability-free. Once satisfied, we will complete and sign off your certification



## DARK WEB MONITORING

Dark Web Monitoring can help protect your business from cyber-attacks and data breaches.

Using our state-of-the-art technology, we monitor the dark web in real-time, scouring it for your critical assets. Should your company information be identified by our Network Operation Centre (NOC), we will be alerted immediately so that our team can investigate the breach and take action to reduce the impact of the leaked data.

The key to protecting businesses in the event that they are a victim of a data breach is to ensure that they are aware of the breach, and take the necessary steps to remove any compromised credentials before cybercriminals have the chance to attempt an attack. By monitoring the Dark Web in real-time for your critical assets, we can considerably reduce the risk of the potential for identity theft and financial loss.

### WHY YOU SHOULD MONITOR THE DARK WEB

1. Businesses tend to ignore the role of dark web forums in facilitating data breaches
2. Dark web monitoring solutions alert companies if their private and confidential data is found online
3. If notified on time, companies can respond to phishing, business email compromise and IP infringement

Matrix IT can help prevent identity theft and financial loss that could be extremely damaging for your business.

# CLOUD SERVICES



## Maximise uptime and availability for your IT systems and remote working capabilities with Matrix IT's Cloud Services.

Many businesses are migrating to cloud solutions such as Microsoft 365 and Microsoft Azure to enable remote working capabilities.

Choosing the right platform for your business, along with careful planning, ensures a smooth transition to the cloud. Our consultancy team will plan your migration roadmap over 12, 24 or 36 months and slowly leverage you and your data into your chosen cloud environment.

As a Microsoft Gold small and midmarket cloud service provider, Matrix IT is both qualified and experienced to manage your systems' migrations into cloud services.

Matrix IT's cloud solution allows you to gain quick and simple access to applications and data, from anywhere at any time. Economies of scale enable even the smallest business to benefit from cloud technology, with agreed monthly costs and little up-front capital.



### OUR CLOUD SERVICES

- > Cloud IT
- > Office 365
- > Business Continuity, Disaster Recovery and Backup



Matrix IT can help with advice, installations, migrations, support, cloud backup and more.

“We had the daunting task of moving business premises, and I was very concerned about just how disruptive this would be. But Matrix planned everything for us! We simply packed up on Friday afternoon, and come Monday morning, we arrived at the new office.”

Recruitment Agency

## CLOUD IT

Matrix IT have defined three cloud solutions businesses with varying requirements. Each package is designed to provide remote working capabilities with maximum uptime and availability. We allow your employees to work anywhere and at any time.

### PRIVATE

In an ever-changing world we need an ever-advancing platform, and Microsoft Azure provides just that. With Azure, you have the ability to build out systems for short term development without the upfront investment, through to scalable solutions that can be expanded as you increase staff count.

### HYBRID

This hybrid approach gives you the confidence of your existing systems on-premise and some cloud services. We find this hybrid approach gives our clients time to familiarise themselves with cloud services and once comfortable with them, to consume more.

### PUBLIC

Microsoft Office 365 for businesses offers a complete suite of products designed for you to access company data on the move. Additionally, it provides key features that keep your email and data secure and compliant with GDPR, and features a whole array of other product bundles.



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## Office 365

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As a Microsoft Gold Partner and Cloud Technologies provider, we are qualified experts in Microsoft 365. From advice, migrations and ongoing support, we are here to help you on your Office 365 journey.

Most business owners and staff know of Microsoft Office 365 and are aware that this subscription-based service provides Outlook, Excel, Word and PowerPoint. However, Microsoft Office 365 also have a number of other key benefits.

Microsoft Office 365 for businesses provides your employees with tools to collaborate securely and work from anywhere. It also reduces costs and improves operational efficiencies.

### BENEFITS OF OFFICE 365

- > Provides opportunity to tender
- > Enhances customer confidence
- > Can reduce insurance premiums
- > Mitigates common business threats
- > Helps protect company assets and IP
- > Helps meet GDPR requirements

### OVERVIEW OF OFFICE 365 PREMIUM

To simplify things for you we have listed below the key benefits of the most used Office 365 products:

- > Outlook, Word, Excel, PowerPoint, Publisher (PC Only): These are the workhorses of the Office 365 suite, the same reliable products, newly refreshed.
- > Exchange: Business-grade email with a 50GB storage, calendar, mailbox sharing and out-of-office assistant.
- > OneDrive for Business: 1 TB of storage which cleverly syncs your desktop and documents. This provides OneDrive as your personal document area, accessible from any device you have.
- > SharePoint: SharePoint allows a shared area for files, perfect for HR, customer information and business-critical files and folders needed by all users. If you have a server-based solution presently, then think of SharePoint as your mapped drive with a lot more features – versioning, autosave, collaboration to name a few.
- > Microsoft Teams: Imagine having an application that embeds Skype, Slack, WhatsApp, file sharing, and video conferencing, and is accessible from all devices. Teams consolidate several apps into one, with an amazing search function to make your data access simple and efficient.
- > OneNote: Capture ideas and notes and share pages with team members – OneNote is your electronic pen and paper replacement.



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“Very responsive competent company that we have been using for all our IT needs for years. Would thoroughly recommend.”

Estate Agents

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## Business Continuity, Recovery & Backup

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Ensure that your business is always prepared should the worst happen with Matrix IT's Business Continuity, Disaster Recovery and Backup solutions.

68% of businesses do not recover from malicious attacks or complete business failure. In the case of an attack on your business, you need to have continuity plans in place to ensure that your business can recover.

Our clients understand the importance of a continuity plan which includes backup services and the knowledge of how to restore business operations. Disaster Recovery (DR) planning is more than just an insurance policy; it's a live working document that runs through the heart of your business.

### BUSINESS CONTINUITY

Our Business continuity planning provides you with a process of preparing for the unexpected. Our business continuity plans include the following key elements:

- > Risks and potential business impact.
- > Planning an effective response.
- > Roles and responsibilities.
- > Communication.
- > Testing and training.

### DISASTER RECOVERY

It is impossible to predict and prevent disasters and downtime. This is why it is crucial to have a Disaster Recovery Plan in place so that you are prepared for every eventuality.

From our experience disasters occur due to various causes such as natural disasters, accidents, equipment failures, or malicious activity.

Our highly qualified team of technical engineers can put systems in place to help you should a disaster take place. Our Disaster Recovery solution can be tailored to suit your business's individual requirements.

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"Our partnership with Matrix IT provides our in-house IT team with that extra level of support that is invaluable to our business. Matrix IT understands our business and helps us achieve our objectives"

Finance Management

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### BACKUP

There are various levels of backup available, the differences being where data is stored and how effective the backup is.

For simple and successful backup, you need to store all data in a single location, take this location and backup to an external device (usually a hard drive). The backup data on this external device is encrypted to ensure the protection of information. However, one backup is not enough. Hard drives are susceptible to attack from technologies such as crypto locker, so another level of backup is required.

# 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.

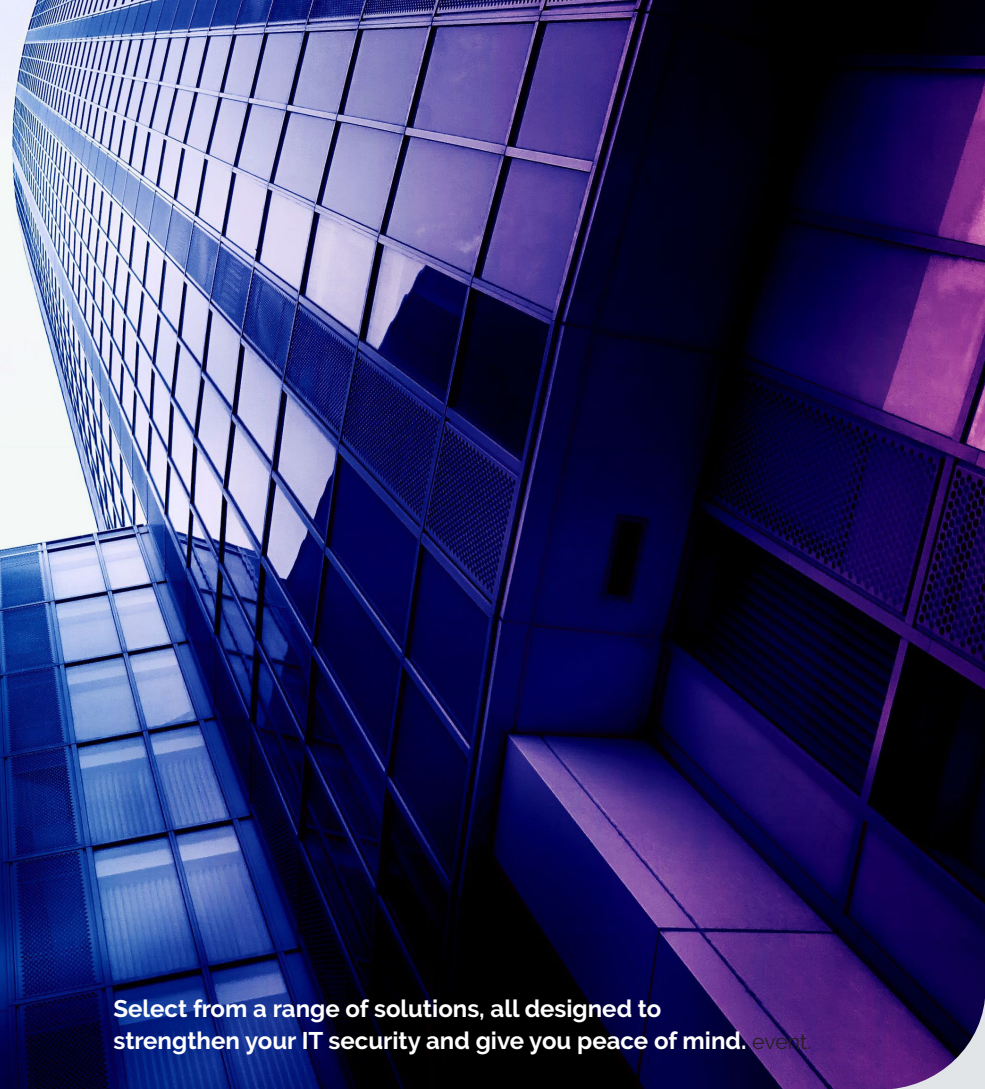
Our team of expert consultants review the status of your IT systems and help you maximise your IT investment in line with your business goals.



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

“We pride ourselves on being a forward-thinking, modern firm. We have long recognised the importance of investing in IT to ensure that we serve our clients efficiently and securely.”

Solicitors

## 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
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#### 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
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#### Supporting Infrastructure

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

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## PROJECT MANAGEMENT

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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.

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"Matrix IT also helped us become Cyber Essentials Plus certified. They were so insightful and informative – helping us every step of the way."

Football Club

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## VIRTUAL IT DIRECTOR

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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.

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## OPTIONAL SERVICES

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

Matrix IT's support services are designed to offer our customers a simple all-inclusive support price, billed per user / per month. However, we feel it is important to differentiate between extended support requirements and new project services.

The following items are typically individually scoped and quoted for, or covered by a pre-paid block of engineering time in addition to agreed support service:

### OUT OF HOURS SUPPORT

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.

### ENGINEERING OR CONSULTANCY SUPPORT

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.

### APPLICATIONS OR OUT-OF-SUPPORT PRODUCTS

Business Applications or Out-of-Support Products for your business application support, or hardware/software products sourced yourself, Matrix will require you to maintain any external support contracts with core specialist applications, vendors and product providers. The Matrix support team will not necessarily be able to provide user support (e.g. Industry-specific applications or accounts advice) but will act as an intermediary, and will be responsible, wherever possible, for managing the resolution through the third party contractor.

If any applications or hardware items in use are no longer covered by vendor support but are vital for the business to use, at the start of the contract, Matrix will confirm if support is possible, and agree to handle support on a "best efforts" basis.



### ENGINEERING RATES

Matrix IT engineering Rates (based on an 8-hour working day)

	COST
Per Hour	£90
Per Half Day	£350
Per Day	£700
Out-of-hours	To be agreed
Business Consultancy (Per Hour)	£100
Project Management (Per Hour)	£100

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"We have been working with Matrix for 14 years, and we always valued their advice and expertise."

Architectual Company

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## ONBOARDING

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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.



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## SERVICE LEVEL AGREEMENTS (SLAs)

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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.

## SLA'S AND PRIORITY RATING

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:

SEVERITY LEVEL	EXAMPLE PRIORITY RATING	RESPONSE TARGET
Priority 1 - Critical	<ul style="list-style-type: none"> <li>&gt; Complete loss of service to a customer site</li> <li>&gt; Critical system(s) or service(s) inoperative</li> </ul>	1-Hour Response
Priority 2 - High	<ul style="list-style-type: none"> <li>&gt; Partial loss of service to a customer site</li> <li>&gt; Multiple applications unavailable</li> <li>&gt; Partial failure or unavailability of the application system</li> <li>&gt; Failure of a single component which does not result in a total loss of service</li> </ul>	2-Hour Response
Priority 3 - Medium	<ul style="list-style-type: none"> <li>&gt; A problem affecting a single client system or peripheral hardware device e.g. monitor</li> <li>&gt; A slow response from the application system</li> </ul>	4-Hour Response
Priority 4 - Low	<ul style="list-style-type: none"> <li>&gt; A problem affecting peripheral hardware e.g. printer. where an immediate workaround is available e.g. using a different printer.</li> </ul>	6-Hour Response
Priority 5 - No SLA	<ul style="list-style-type: none"> <li>&gt; Any problem or enquiry where no service impact is incurred and/or no urgent action is required</li> </ul>	8-Hour Response

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"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 have proven themselves on both counts, time after time."

Industrial Services

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## CONTACT US TODAY

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

FOR MORE INFORMATION PLEASE  
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We're with you every step of the way...









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