



KEY BENEFITS

Advanced Architecture

Matrix utilizes enterprise-grade software and infrastructure tools by Microsoft, Blackberry, Kaseya, Cisco and others to ensure system stability, performance and security.

Supported Platforms

- Windows Mobile
- Apple iOS
- Android
- Blackberry
- Simbian
- Linux
- more

Built-in services:

- 24 x 7 Support Center
- User Helpdesk
- Device management
- WAN/LAN Management
- IT Security Administration
- Project management (optional)
- Application provisioning, implementation and management

Why Matrix?

One of the most important factors in choosing a technology partner is financial viability. Since 1998, Matrix has enjoyed steady growth and financial success.

Furthermore, it means the decisions our organization makes are based on our long-term vision, rather than a reaction to short-term financial needs.

Contact:

877-255-4221 or
Info@Matrix-IBS.com

Who are we?

For 13 years Columbia, South Carolina-based Matrix has been providing a broad range of data network management and support services to businesses nationwide.

Why should you consider Mobile Help Desk?

Matrix provides help desk support specifically designed for organizations dealing with the complexities of cell phones Smartphones and other mobile devices. Our Mobile Help Desk solution removes the intrusive, non-strategic annoyances of mobile device support from your expensive IT staff.

Mobile Helpdesk Features:

- 24/7 phone and email service/provisioning request entry
- Issue remediation
- New device and device replacement provisioning
- Service level guarantee
- "Concierge" direct access to helpdesk team for executive users
- Telephone helpdesk located in USA
- Portal access to ticketing system w/asset list
- Request approval feature
- Integral asset tracking/management

Flexible ticketing portal allows secure access to device information, ticket status and support histories. Multi-level access keeps certain users out of sensitive information.

Ticket#	Summary	Type	Contact	Entered	Status	Updated	Assigned	Required	Closed	By	City	ST	Zip	Address Line 1
65674	EES cleanup	General Maintenance	Lauren Beard	4/5/2011 10:32:17 AM	New	4/5/2011 10:37:00 AM	Richardson		4/6/2011		Columbia	SC	29223	3001 Pinckadee Pl...
65321	Reback eStorefront servers...	Server (Hardware)	Tom Coffin	3/14/2011 2:12:24 PM	In Progress	3/14/2011 2:20:24 PM	Richardson, toffin		3/15/2011		Columbia	SC	29223	3001 Pinckadee Pl...
64258	Fix Recommended hotfixes for...	General Maintenance	Heely Loring	3/14/2011 3:24:21 PM	In Progress	3/15/2011 6:35:23 PM	Stinson		4/13/2011		Columbia	SC	29223	3001 Pinckadee Pl...
65559	Prison Phone System Checks	General Maintenance	Heely Loring	4/1/2011 1:00:20 AM	Closed	4/1/2011 8:38:18 AM			4/1/2011	Urbard	Columbia	SC	29223	3001 Pinckadee Pl...
65640	Update Plexis license key on B...	Server (Hardware)	Tom Coffin	4/4/2011 12:41:32 PM	Closed	4/4/2011 2:41:48 PM	Richardson		4/4/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...
65623	StreetCloud Reporting	General Maintenance	Lauren Beard	4/4/2011 10:39:08 AM	Closed	4/4/2011 4:13:08 PM	Richardson		4/6/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...
65606	Prison Phone System Checks	General Maintenance	Heely Loring	4/4/2011 1:00:15 AM	Closed	4/4/2011 8:12:51 AM			4/4/2011	Urbard	Columbia	SC	29223	3001 Pinckadee Pl...
65594	ECN hotfix - email setup	General Maintenance	John Larkin	4/1/2011 8:40:28 PM	Closed	4/4/2011 2:41:42 PM	Richardson, richard2		4/4/2011	Beard	Beaver Dam	WI	53916	507 Mary Street
65598	Re-install heely's laptop	Hardware (BlackBerry)	Tom Coffin	4/1/2011 1:04:01 PM	Closed	4/4/2011 12:11:18 PM	Richardson		4/5/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...
65549	EasternEkes velnoms.com i.e...	General Maintenance	John Larkin	4/1/2011 11:39:22 AM	Closed	4/1/2011 11:39:51 AM	Richardson		4/1/2011	Beard	Beaver Dam	WI	53916	507 Mary Street
65631	Prison Phone System Checks	General Maintenance	Heely Loring	4/1/2011 1:00:03 AM	Closed	4/1/2011 8:47:13 AM			4/1/2011	Urbard	Columbia	SC	29223	3001 Pinckadee Pl...
65507	PP1 mailboxes to delete	General Maintenance	John Larkin	3/31/2011 10:41:28 AM	Closed	3/31/2011 1:33:38 PM	Stinson		3/15/2011	Beard	Beaver Dam	WI	53916	507 Mary Street
65500	Renew domains at Network Sol...	Website Registration	Tom Coffin	3/31/2011 9:31:18 AM	Closed	3/31/2011 9:37:04 AM	Richardson		3/31/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...
65639	Renew domains at Enom	Website Registration	Tom Coffin	3/31/2011 9:30:38 AM	Closed	3/31/2011 9:37:02 AM	Richardson		3/31/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...
65681	End of the Month User Lists	General Maintenance	Lauren Beard	3/31/2011 1:00:12 AM	Closed	3/31/2011 2:06:13 PM	Stinson		3/31/2011	Urbard	Columbia	SC	29223	3001 Pinckadee Pl...
65680	Prison Phone System Checks	General Maintenance	Heely Loring	3/31/2011 1:00:07 AM	Closed	3/31/2011 8:34:24 AM			3/31/2011	Urbard	Columbia	SC	29223	3001 Pinckadee Pl...
65649	Prison Phone System Checks	General Maintenance	Heely Loring	3/30/2011 1:00:12 AM	Closed	3/30/2011 9:39:29 AM			3/30/2011	Urbard	Columbia	SC	29223	3001 Pinckadee Pl...
65637	Email Addresses	General Maintenance	Tom Coffin	3/30/2011 1:00:18 PM	Closed	3/31/2011 2:18:21 PM	Richardson, neubank		3/30/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...
65627	Webt security levels so ems...	Customer Application Support	John Larkin	3/29/2011 11:59:39 PM	Closed	3/29/2011 11:57:03 PM	toffin		3/29/2011	toffin	Beaver Dam	WI	53916	507 Mary Street
65600	Linux proactive maintenance	Server (Hardware)	Tom Coffin	3/29/2011 1:00:12 AM	Closed	3/31/2011 9:26:03 AM	Richardson2		3/15/2011	Beard	Columbia	SC	29223	3001 Pinckadee Pl...

Optimized for Lower Total Cost



Integrating Business Solutions

Lines of Business

DataServe® application hosting, network management and user support

- Comprehensive wide and local-area network outsourcing
- User helpdesk solution
- Instant scalability in dedicated or shared, virtual environments
- Increase system performance and lower total cost

DataSecure® systems replication, data backup and disaster recovery

- Enterprise-grade data security
- Replication and backup solutions
- Virtual machine-based failover
- Cost-effective daily backup /restore for servers, PCs and laptops

HIS® health information systems implementation, training and support

- Featuring CCHIT-certified gloStream practice management and electronic medical record software
- ePrescribing and voice recognition
- Fully managed server installations

Matrix Assure® remote system management and support

- System security management and monitoring
- Patch management
- Network policy enforcement
- Backup and disaster recovery

MatrixConnect® DNS, website, email hosting

- Featuring Microsoft Exchange Server and MX Logic spam/virus filtering
- Long-term email archiving
- User Internet access management/monitoring
- Website hosting and management

www.Matrix-IBS.com