



KEY BENEFITS

Advantages of Outsourcing IT

Hold a vendor accountable! That's right—you can't hold the IT guy accountable the way you can hold Matrix accountable for the safe-keeping of your data. And, the cost of outsourcing is predictable.

Built-in services:

Our remote management services include:

- 24 x 7 Support Center
- User Helpdesk
- Desktop and device management
- WAN/LAN Management
- Operating System Administration
- IT Security Administration
- Project management
- Application provisioning, implementation and management

Why Matrix?

A company interested in outsourcing its information technology management should strongly consider several factors prior to selecting their provider. One of the most important of these is financial viability. Since 1998, Matrix has enjoyed steady growth and financial success. Our strong shareholder and banking relationships have meant unfettered growth for 11 years.

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 10 years Columbia, SC-based Matrix has been providing computer and technology services to small and medium sized businesses including distribution, financial services and healthcare facilities throughout the Carolinas and nationwide.

What is MSP?

Matrix MSP is an integrated IT Services Platform specifically designed for managing the IT needs of small to medium sized businesses.

Matrix MSP manages each client's infrastructure, network components, servers, and users' desktop PCs - remotely, comprehensively and transparently.

Why should you consider MSP?

Matrix MSP includes the following service features to make your business more productive AND efficient:

- Fully automated, recurring and complete Hardware Inventory and Software Inventory and Audits—do you know what you own?
- Fully automated Patch Management to ensure your devices are up to date
- Fully automated Endpoint Security.
- Fully automated Backup and Disaster Recovery
- Cross Platform Support (PC and MAC)
- Fully automated and scheduled Software Deployment and System Management
- Easy, Powerful and Comprehensive System Management and Software Deployment
- System monitoring and alerts Proactive Windows Event monitoring and alerts
- Integrated Help Desk and Trouble Ticketing
- Secure Remote Control
- Secure FTP, Chat and Message Broadcasting
- Comprehensive, Integrated Management Reporting
- No limits on endpoints and number of users
- Easy and Flexible Administration Rapid Deployment

We Have an Impeccable Track Record of Satisfied Customers. Matrix has provided outsourcing services since 1998. Throughout this time, we have obtained impeccable customer references. We maintain a 99% contract renewal rate compared to an outsourcing industry average of 85%. This is proof of our commitment to provide our customers with exceptional service and long-term stability.





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 PSA® 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