ICT Professional Services

If you're in a really big hurry we can provide emergency support from the moment you call us. Many of our long-standing customers started with us this way, and began to use the planning and strategic aspects of our expertise later.

• Gold iMatrix Package.

Most customers pick our GOLD plan - it covers pretty much everything, and makes your IT simple and predictable. We think it's ideal because it aligns our interests with yours: with a fixed price for all support, it's in our interests to make sure nothing goes wrong.

• Silver iMatrix Package.

The SILVER plan includes all remote support without the on-site element. This means it costs less than the Absolute plan, but you bear some risk of unforeseen costs if there's a major problem. Additionally, the real time monitoring is not included.

• Bronze iMatrix Package.

With the BRONZE plan, you're covered for what is often called 'first line support' calls, at a very economical fee. Unlike some IT support deals, you still get a dedicated Technical Manager plus our higher-level strategic overview.

Office Reloca-tion

At a glance:

- Office relocation from start to finish
- Minimum downtime
- Telecoms management
- Third party suppliers managed professionally
- Design and build of new networks

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Data Migration

To attain and sustain companies must engineer availability, security and reliability into every process from the outset. iMatrix ICT Professional Services (iPS) provides the proven expertise organizations have come to rely on with complete confidence to accomplish their migration. Leveraging a proven methodology, experienced consultants leverage their skills and expertise to ensure an effective, timely and efficient data migration. iPS protects companies and their valuable data with their IT systems operational, allowing clients to experience a smooth migration of data from an existing server to a new or existing storage system or to consolidate data centrally.

iMatrix Data Migration

This service also aids customers looking to migrate from virtually any hardware or software platform to any platform.

Benefits

Improved stability and availability; Greater Storage management; Predictable costs; Use newer technology; Rapid implementation; Piece of mind.

Microsoft Office 365 - iMatrix ICT Cloud Solution.

Old Server?

If a server upgrade is too costly and you're not quite convinced that moving to the cloud will provide the same security and reliability you can maintain on-premises, we have good news for you. Introducing Microsoft® Office 365—a set of cloud-based services that bring together Office 2010 with sites to share documents, IM, web conferencing, and the power of Exchange Online, the industry's leading business-class email with 25GB mailboxes and built-in layers of antivirus and anti-spam protection.

Growing Needs?

Stay ahead of the competition and let your business grow with confidence. Introducing Microsoft® Office 365— a set of cloud-based services that bring together Office 2010 with sites to share documents, IM, web conferencing, and the power of Exchange Online, the industry's leading business-class email with 25GB mailboxes and built-in layers of antivirus and anti-spam protection. Office 365 is simple to use and easy to administer, and with virtually anywhere access to your emails, documents, and people, so you can react faster to customers.

Using Hosted eMail?

Don't settle for add-ons, unfamiliar email applications, or less than 99.9% uptime. Get the best productivity experience from the company who built it. Introducing Microsoft® Office 365 - a set of cloud-based services that bring together Office 2010 with sites to share documents, IM, web conferencing, and the power of Exchange Online, the industry's leading business-class email with 25GB mailboxes and built-in layers of antivirus and anti-spam protection.

Using Office 2003?

Microsoft® Office is more than just Word®, Power-Point®, and Excel®. Office is now a fully-loaded productivity suite that allows your people to communicate and collaborate from virtually anywhere. Introducing Microsoft Office 365 a set of cloud-based services that bring together Office 2010 with sites to share documents, IM, web conferencing, and the power of Exchange Online.

iMatrix ICT Group

Reducing Inbox Clutter: Clean Out

The dreaded email Inbox! I hear so many people sighing in frustration when even thinking about dealing with their personal and work email. I myself have spent several years fighting that battle as well. Here are a few tried-and-true tips for cutting the clutter so you can focus on what's really important in your inbox each day.

Fix Up Your Spam Solution: Have all spam messages shunted to a separate folder for daily quick visual scan and deletion.

Unsubscribe, Unsubscribe, Unsubscribe: You get lot of legitimate "commercial" email, you should consider whether you gain value from those messages. The truth is can find all of those information via a search or a quick visit of the company website in question.

Reroute Remaining Subscriptions: For any subscriptions that have survived your unsubscribe chopping block, consider how you can shift this less important mail out of your primary inbox.

Yay! Less Email!

The main benefit of reducing your inbox load is that it allows you to focus on the most important emails, responding faster. The other less tangible benefit is the reduction of "inbox avoidance" – when you don't even want to look for fear of having to slog through so much stuff.

Bring Your Own Device to Work— BYOD.

The latest IT Dilemma we all have to deal with every day ...

Today mobile devices are ubiquitous. Cell phones, smart phones and tablets are everywhere. Sony recently introduced a watch that connects to your cell phone so you can check incoming emails and texts without taking your phone from your pocket, purse or backpack. At the beginning of 2012 there were over 330 million wireless connection subscribers in the US. We used 2.3 trillion minutes of talk time in 2011 and sent an average of over 190 billion text messages a month. 31% percent of US homes are now exclusively cellular.

I can remember when it was not uncommon to carry two cells phones. One was your work phone and the other was a personal phone. This was mostly driven by the high cost associated with the phones and the fact that companies paid for business phones and were billed directly by the carriers for the usage. Today, the lines between our personal lives and our work lives have blurred to the point that it is relatively difficult to tell where one begins and other ends.

So, here we are in 2012 with hundreds of million devices and wireless connections. Most of the devices are being used for both personal and business use. One company with 15,000 employees recently discovered that over 45,000 devices were connected to its network. That's a lot of "bring you own device" connec-

It's getting pretty complicated pretty quickly for businesses to deal with.

Do all of your phones have password protection activated?

Consider the recent study from Lookout, a company that specializes in helping people find lost phones. Lookout believes that 30 billion dollars' worth of phones are lost annually and there is a good likelihood that we will all lose more than one in our lifetime.

When a single device goes missing, personal information, personal emails, business emails and all those addresses will be there for the taking. I always implore small- and medium-sized businesses that "it's time for a BYOD plan'. Every IT admin should be thinking about whether they can remotely wipe employee devices and whether their company data is secure.

Can the phones be locked remotely or can the data be removed if it comes up missing?

If so, do you have a communication plan in place to make sure you can wipe information in a timely manner? It has not taken us long to go from the closely managed mobility days to the BYOD days and it is unlikely we will be able to turn back the clock at this point. Having a solid plan as an IT Admin will set you up for success in protecting what's most important.

Why Data is Safer in the Cloud for Many SMB's

I hear it all the time. "I would never put my critical data in the cloud". Or, "Oh. _news headline here_ That's why I'll never move to the cloud". It's a prevailing point of view. The idea being that putting your personal data, documents, music, or compute on a computer other than your own means that you are somehow more vulnerable to privacy invasions, hacking, and other problems.

There can be no argument that you are taking a risk by trusting someone else with your data.

However, I think it's worth pausing for a moment and asking yourself a question that fewever think about: Is your data really safer if you manage it yourself? Here are a few things you may want to consider.

1) You probably don't have a good, always-current backup of your data.

2) Your most sensitive personal information is probably already in the cloud.

3) Your computer is probably full of spyware, viruses, and other forms of malware.

4) Your laptop is at risk of being lost or stolen.

Conclusion

The cloud isn't perfect, but it provides an opportunity for the average SMB employee to step up their game in terms of providing better security, backups, and overall protection in what is otherwise a very dangerous technical landscape.

This Month's Q&A Technology Tips

Q: How to Troubleshoot Windows 7?

A: If some part of Windows 7 is behaving strangely, and you don't know why, then click Control Panel > Find and fix problems (or 'Troubleshooting') to access the new troubleshooting packs. These are simple wizards that will resolve common problems, check your settings, clean up your system and more.

Q: How to Take Control of Windows 7?

A: Tired of the kids installing dubious software or running applications you'd rather they left alone? AppLocker is a new Windows 7 feature that ensures users can only run the programs you specify. Launch GPEDIT.MSC and go to Computer Configuration > Windows Settings > Security Settings > Application Control Policies > AppLocker to get a feel for how this works.

EYE ON IT

Global megatrends that will change the way we live (CSIRO Report)

1 More from less: The earth has limited supplies of natural mineral, energy, water and food resources essential for human survival and maintaining lifestyles.

2 Going, going, ... gone?: Many of the world's natural habitats, plant species and animal species are in decline or at risk of extinction.

3 The silk highway: Coming decades will see the world economy shift from west to east and north to south. Rapid income growth in Asia and, to a lesser extent, South America and Africa will see billions of people transition out of poverty and into the middle income classes.

4 Forever young: The ageing population is an asset. Australia and many other countries that make up the Organisation for Economic Cooperation and Development (OECD) have an ageing population.

5 Virtually here: This megatrend explores what might happen in a world of increased connectivity where individuals, communities, governments and businesses are immersed into the virtual world to a much greater extent than ever before.

6 Great expectations: This is a consumer, societal, demographic and cultural megatrend.