MFX SYSTEMS

MFX Systems is our IT and technology division. MTS is a professional, leading-edge IT company that provides:-

- Support solutions including a helpdesk and support team.
- IP telephone systems
- New network installs and upgrades.
- Managed hosting and Co-location.
- Structured cabling

MFX Systems is provides IT services to the SME market or any organisation that relies on fully functional systems but doesn't have the time or budget for in house IT resource. Working with industry leading manufacturers and strategic partners, we offer a comprehensive range of products and services including IT Support, Virtualization, Telephone Systems and Managed Hosting services.

IT Support Services

MFX Systems' IT support packages are designed around the needs of companies without an in-house IT engineering function. Our IT consultants and engineers take on the responsibility of ensuring that your data network systems remain functional. This offering, in many ways an IT outsourcing service, allows you as a business to remain focussed on your core activities.

Choose between a remote only IT helpdesk (telephone and dial up) or a full on site IT support contract, which ever is best suited to your particular needs.
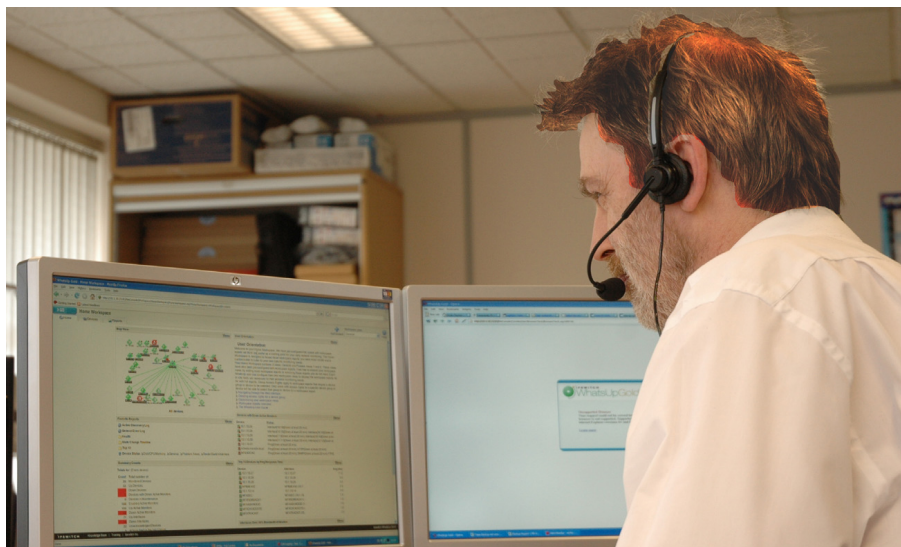
Key features of our IT support services

- IT support services
- Business and out of hours* helpdesk
- Server support
- PC support services
- Network support
- Internet security
- IT network design and computer solutions

Key benefits of our IT support services

- Inclusive IT consultancy
- Allows you to maintain business continuity without worrying about your computer network
- Access to invaluable IT knowledge whenever you need it
- Ensures your IT network will remain secure from internet security threats

With all our IT support options you will have access to the same staff with all the knowledge and expertise that comes with them.

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Virtualisation

Virtualization offers the potential to significantly reduce operating costs whilst dramatically increasing the flexibility of your IT infrastructure. By granting a server's software layer independence from any underlying hardware you increase the mobility and efficiency of your IT systems.

VMWare's™ virtual technology products are at the forefront of this emergent technology and continue to be the first choice for virtualization the world over. Microfix Technology Services is proud to meet the server virtualization needs for a broad range of SME's using this mature, proven technology from an industry leader.

These are some of the benefits that Virtualization using the VMWare™ platform affords your organisation: -

- **Reduced costs:** By consolidating the workload of multiple under-utilised servers to fewer physical hosts you save on power, air conditioning and space requirements. Future outlay is cut by containing additional hardware spend.

- **Enhanced productivity**: As new virtual servers can be provisioned in minutes and existing ones can be manipulated quickly and easily; staff are freed up to perform other tasks whilst users are able to do their work sooner.

- **Minimise downtime**: In a virtual environment failed systems can be recovered in a matter of minutes instead of days. With High Availability

(HA) and Fault Tolerance (FT) options you can ensure business continuity in the event of hardware or software failure.

- **Integration with existing systems**: VMWare™ virtualization is compatible with an extensive range of server hardware, guest operating systems and third party solutions.

Improve business responsiveness through greater efficiency, agility, and scalability.

Managed Hosting Services (Servers)

MFX Systems offers a unique managed hosting service for the SME market. Running on either Microsoft Windows or Red Hat Linux server platforms, our range of services including web hosting, hosted exchange services and even hosted telephone systems. This service is designed to bring an enterprise level hosting to the SME marketplace and offers customers the flexibility to choose what services they need to tailor their hosting environment.

Features and options: -

- Fully managed hardware and operating systems

- Web hosting services available

- Standard or premium support packages

- Choose from Redhat Linux or Windows,

- MySQL & Microsoft SQL, Exchange

- 100Mb available bandwidth

- 24x7 access

- Monitoring with email alerts

- Managed firewall

- 50GB Verified backups

Managed Hosting Services (Co-Location)

We also offer colocation facilities and rack space from our East London mini data Centre in Dartford, offering us unparalleled security and control. We supply the electricity, air conditioning, fire suppression, backup power supply, multi-level security and an internet connection/bandwidth. You supply rack-mountable server, or servers, from 10 upwards.

Our Dartford colocation facility presents a viable alternative to London co-location, for South East and London based businesses.

Features and options

- 10, quarter, half, full or multiple racks.
- FREE Managed Firewall
- FREE Device monitoring with email alerts
- Server management
- Additional IP Addresses
- NAS Space for backups

- 50GB Remote Backups
- UPS and generator backed up power feed
- 24x7 CCTV coverage
- Network monitoring

Also available is our premium support package, which allows for complete "hands off" management.

Every **MFX Systems** Co-Location package has the option to take advantage of our managed firewall, backup and monitoring and alert services.

Hosted Exchange

Why move to **MFX Systems** Hosted Exchange email accounts:

- Using MS Exchange gives the functionality of fully integrated tools such as Emails, Diaries, Calendars, Tasks and Contacts.
- A host of enterprise features that make a busy professional's life easier and offer fantastic value for money.
- You can work with your email online.
- Wirelessly synchronise emails, contacts, appointments, and even tasks to all of your PCs and mobile devices using ActiveSync.
- It's simple to grasp, and very easy to use.
- Microsoft Exchange 2010 is perfect for email on the move, via smart-phone.

Benefits of MFX Systems Hosted Exchange Service

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- **All-inclusive price per mail box per month** – We have kept it simple with one price basically covers all, so no complicated price structure.

- **99.9% guaranteed uptime** – this is almost 1% better than most other service providers which is equivalent to an additional 4 days uptime per year.

- **Push Email** - Receive email in real-time!

- **Large Mailboxes** - Keep more data online - 3 GB as standard.

- **Additional storage available** – If the 3GB standard is insufficient for your purposes. additional storage is available in 1GB increments for a small additional charge per mail box per month.

- **Maximum Attachment Size** - Send large attachments if required up to 50Mb in size.

- **ActiveSync** – Have the same emails, contacts, appointments and tasks everywhere!

- **Free Outlook 2010 License for each mailbox/user** - A complimentary license of Microsoft Outlook with each mail box purchased.

- **Free Sharepoint** – a complimentary version of Microsoft Sharepoint*[1] for each organisation with a limit of 100Mb per organisation.

- **Secure Outlook Web Access** - Check your email on the move with this fantastic web mail system.

- **Anti-Spam and Anti-Virus Protection** - Enjoy and spam and virus-free mailbox at no extra charge.

- **Full Mobile Device Support** - Works with iPhone, iPad, Android, Windows Mobile, Symbian and much more.*[2]

- **Support for your email service.**

These additional services can be added at extra cost:

- **Email archiving** – archiving of old emails for future reference. Contact us for pricing.

- **Backup** – system backup and recovery service should your system fail at any time ensuring no loss of vital correspondence. Contact us for pricing.

Microsoft® SharePoint® 2010

*[1]We provide this product free of charge but do not configure as part of the mailbox cost. However we can configure for an additional fee. Contact us for pricing.

*[2] Blackberry Enterprise Server available. Contact us for pricing.

IP Telephone Systems

Telephone system, PBX, Phone system or box on the wall; whatever you call it, your business telephone system is the back bone of your office communications. With all the developments in email and IT solutions, many business relationships still thrive on voice communications at their core for that personal touch.

In the last few years the technology behind desk phones on a telephone systems has

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jumped forward on a monthly basis to encapsulate Voice over Internet Protocol (VoIP), Session Initiation Protocol (SIP), CTI (Computer Telephony Integration), FMC (Fixed Mobile Convergence) and a wealth of other acronyms to confuse and confound. MFX Systems offers all of these services and much more but with a key focus on delivering a solution and product which is lead by your businesses needs, requirements and budget, ensuring that you make an informed decision without the buzz words.

We also offer hosted systems which enables you to have the features of a full telephone system without the box on the wall and costs associated with that, for a simple monthly fee.

All of our systems, whether they be cutting edge or more traditional, offer all of the standard features that every business needs including voicemail, auto-attendant, call management, hold music and much more besides, so you won't be implementing the latest features and neglecting the staple requirements.

But we don't just sell the box and run; Microfix offers a full telephone system installation service through-out the UK, maintenance, support and training on all of our systems to ensure that once you have the right product, you can make the most of it and generate the maximum return on your investment.

MFX Systems offers a wide variety of systems from many manufacturers including SWYX, NEC, Avaya and Voxalis, contact us now to see how we can help.

Networking & Data Cabling

As an IT company, MFX Systems understands the importance of resilient and flexible network and data cabling installations. This enables us to develop and install a cost – effective, flexible data network that will expand in line with your business needs.

Data cabling installations are carried out to the highest standards, and our experienced on–site engineering team ensure that the entire installation is fully tested using the latest technology before it is completed and signed off.

All our work is guaranteed and certified by our trained engineers.

Key features: -

- Surveys, design and installation — our engineers and consultants will work closely with you to determine your needs and design a cabling system that meets those requirements.

- Cat5e and Cat6a - We are accredited installers of Cat5e and Cat6 and all new

installations carry manufacturers' warranties of up to 25 years.

- Fibre installations — MFX Systems offer various fibre optic network solutions ranging from high speed FDDI rings to conventional backbones, plus data centre member connections.

- Network Health checks — A network health check service is available, using the latest diagnostic equipment to ensure your network is performing as expected. Checks can be performed for network bottlenecks and errors and to validate existing cabling systems.

Key benefits: -

- With a well-planned and well-organised structured cabling system, your organisation's speed and accuracy of business will increase dramatically.

- The peace of mind that your cabling installations are being carried out by Excel™ certified engineers.

Remote Back-up

Without a 100% secure backup of your data you make your business very vulnerable. Imagine losing your data by means of theft, fire, flooding, virus, power cut or a technical malfunction.

With the remote data backup service from Microfix your daily data backup is fully automated. This can form part of your disaster recovery (DR) planning for your organisation. Every day your data will be stored safely in a secure offsite data centre from where you can access your data backup 24/7 back up.

Features: -

- Automatic protection for files changes; files are copied to the **MFX Systems** network location, no scheduling or manual intervention is required.

- On-demand access - Allows users to manage their backups and restores from anywhere over the Internet.

- Secure data encryption - Data is fully encrypted in transit and in storage with SSL and 256 bit AES encryption to ensure complete security.

- Historical versions - Depending on the service selected, historical versions are retained for up to 7 years.

IT Auditing and Asset Management

Our highly trained auditors visit your business premises, be it a data centre, computer room or office and gather a range of statistical information from your intelligent network devices. This allows them to analyse your network and compile a comprehensive audit report.

The audit services can be broken down into individual components or combined to give an overall picture. The 3 main elements of an IT audit are: -

1. **Software Audit**
2. **Network and Hardware Audit**
3. **Infrastructure Audit**

The benefits of Software Auditing

- Ensure you always receive the support and upgrades you are entitled to from suppliers

- Reduce the risk of viruses entering your systems

- Increase business continuity

- Know exactly what software is being used and by whom

- Easily identify if users have software they don't need

- Improve planning by knowing when software becomes obsolete

- Increase your purchasing clout with your key software partners

- Ease the process of merger and acquisition by ensuring there is no software duplication

The benefits of network auditing

- Locating all components to ensure no duplication of purchases

- Planning for future IT requirements becoming easier

- More time to spend on new or important but less urgent projects

- frees up network ports that are no longer in use

- knowing what network kit is in use...and re-use equipment that is not being fully utilised

- reduces downtime through accidental hardware removal
  Flexibility to re-engineer traffic patterns based on traffic volumes
  The benefits of an Infrastructure Audit

- A complete overview of the existing Network infrastructure

- Full knowledge of where IT cable runs are knowledge of capacity (i.e. number of users)

- this is a network audit function

- Optimum utilization of the existing IT investment

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