



**mfm**  
connecting it together



Cloud



IT Support



Security



Comms



Print



Digital

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## CONTACT:

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Welcome  
to mfm

# We are passionate about IT.

We provide innovative and reliable technological solutions that seamlessly connect all of our IT services together for SME's, corporate businesses, charities and educational settings. We ensure your IT infrastructure is always secure and up-to-date to efficiently manage the operational demands of a growing organisation.

Our aim is to provide  
a quality, efficient  
and collaborative  
service that  
**connects** all of our  
**it services** seamlessly  
for our customers.



Who we are

# 01 About Our Company

We adopt a very simple approach - we're IT experts not sales people. Innovation, honesty, passion coupled with a collaborative, efficient approach are at the heart of our company.

Located across the Midlands and Worcestershire, we provide high level network design, managed IT support, cloud technology, telephony and VoIP business communication systems.

For added security and peace of mind, we own our own ISO accredited datacentres, which means you have direct management of your IT assets as opposed to it being managed by a third party provide.

At MFM-IT we are technically driven company, that fully manages all aspects of IT for your organisation.



**“WE LOVE  
THEM.  
FAST,  
EFFICIENT  
AND  
EFFECTIVE  
SERVICE.  
WE HIGHLY  
RECOMMEND.**

**Di McCallion | Primrose Hospice**

How we help

02 Our Services

We think it's important that an IT provider is able to manage your entire IT infrastructure. Unlike other IT providers, we are able to offer you with a bespoke customised information technology solution that best fits your needs. Our proactive management includes high quality solutions like hosted cloud services, VoIP business phone systems, network security, wireless services, IT Support and more



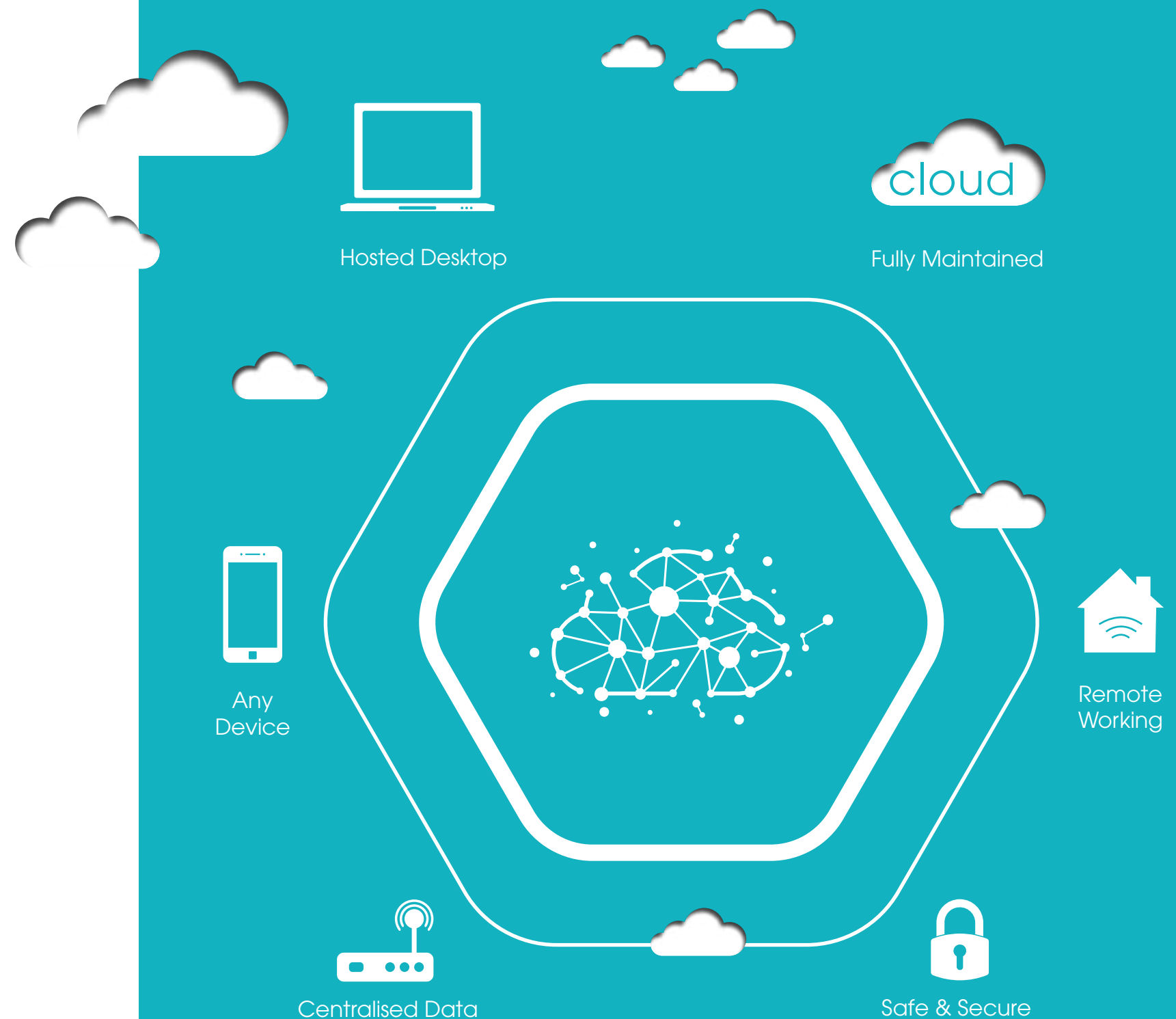
## The cloud

# Accessing it anywhere

The cloud allows you to access your office desktop from any location and from any device as if you were in the office itself. Giving you the flexibility your business needs in order to survive in these challenging times.

Our cloud services is a fully managed and maintained working environment solution. With an internet connection you can easily access your own desktop, software, emails, files and data from any device, anytime, anywhere.

With the recent impact of Covid-19 on our home/work life, cloud computing is something businesses cannot ignore. Allowing staff to work from home or remotely with ease will bring greater operational efficiencies.



## Why cloud desktop?

- ☒ Pay monthly
- ☒ Enhanced security
- ☒ Remote working



Download our  
Cloud Assessment  
Checklist



# IT Support

## Supporting it effectively

Having the right I.T. support in place from a provider that understands how your it solution fits within your business infrastructure is crucial.

Within IT, there is not a one size fits all solution. We offer bespoke packages for SME's and corporate businesses that ensure your IT infrastructure is always up-to-date to efficiently manage the operational demands of a growing business.

Our IT support provides flexible access to an expert team of highly motivated IT professionals. All who possess in-depth knowledge of a wide range of infrastructures, security, mail systems and applications.

Our support ensures quality of service delivery, improved up-time, network availability , increased operational efficiency and reduced costs across major technology platforms.

We provide certified engineers to deal with software issues, hardware faults and breakages and our proactive maintenance services ensures that your Windows infrastructure remains scalable and adaptable to a changing business.

Our flexible packages mean we can either take full control of your IT or work alongside your IT Manager.

Give your network a health check >  
**FREE IT AUDIT**



# Keeping it secure

Risk less and protect more.

IT security is one of the most important parts of any network, regardless the size of your organisation.

Our privately owned data centres have been developed to provide enterprise security and resiliency are accredited to ISO 9001 and ISO 27001 quality and security standards.

Owning our data centre infrastructure provides you with your own secure private cloud environment meaning you have direct management of your IT assets instead of a third party provider.



## What is the importance of IT security?

- ✓ To protect the organisations ability to function
- ✓ To enable the safe operation of applications implemented on your IT systems
- ✓ Protect the data the organisation collects and uses
- ✓ Safeguards the technology assets in use in the organisation

**Your organisation has a wealth of information regardless of your size.**

This is why SME's are at the highest risk of attack, as more than half of them believe they have nothing of value which is leaving SME's extremely vulnerable.

**The reality is that 6 in 10 SME's have been breached in the last few years alone.**

Cyber attacks are becoming increasingly more sophisticated and advanced meaning it is essential that you and your staff are aware of the cyber crimes that are affecting businesses.

### Join our security Awareness Training

At MFM-IT we always strive to be at the forefront of technology and proactively help our customers to understand the importance of being cyber secure. We partner with KnowBe4, the world's largest security awareness training and simulated phishing platform.

Our training programme will allow you to train and phish your users whilst providing you and your staff with vital IT security tools

**SIGN UP**

### TOP 5 CYBERCRIMES attacking businesses

Website Spoofing

Phishing Scams

Ransomware

Malware

IOT Hacking

## Communication

# Communicating it right.

VoIP and IP Telephony technologies are changing business dynamics by improving overall efficiencies with its flexibility, scalability, functionality and low cost. At MFM-IT we make the switch simple with our innovative Connect365 technology that seamlessly connects a digital communication system into your IT infrastructure.

Investing in digital communication solutions not only improves and unifies business communication systems it also increases company productivity, enhances user engagement and facilitates collaboration.

**We can also make Microsoft Teams become your business phone system. If you want to know more, register your interest by signing up here >>>**

## Why telephony is the future for your business?

### **Increase business efficiency**

Collaborate more easily via a softphone, mobile or a physical handset whether in the office, on the road or at home.

### **Scalable and flexible**

A cloud based telephony system allows you to scale your business accordingly without demanding large investments, giving you greater flexibility.

### **Connect365 Technology**

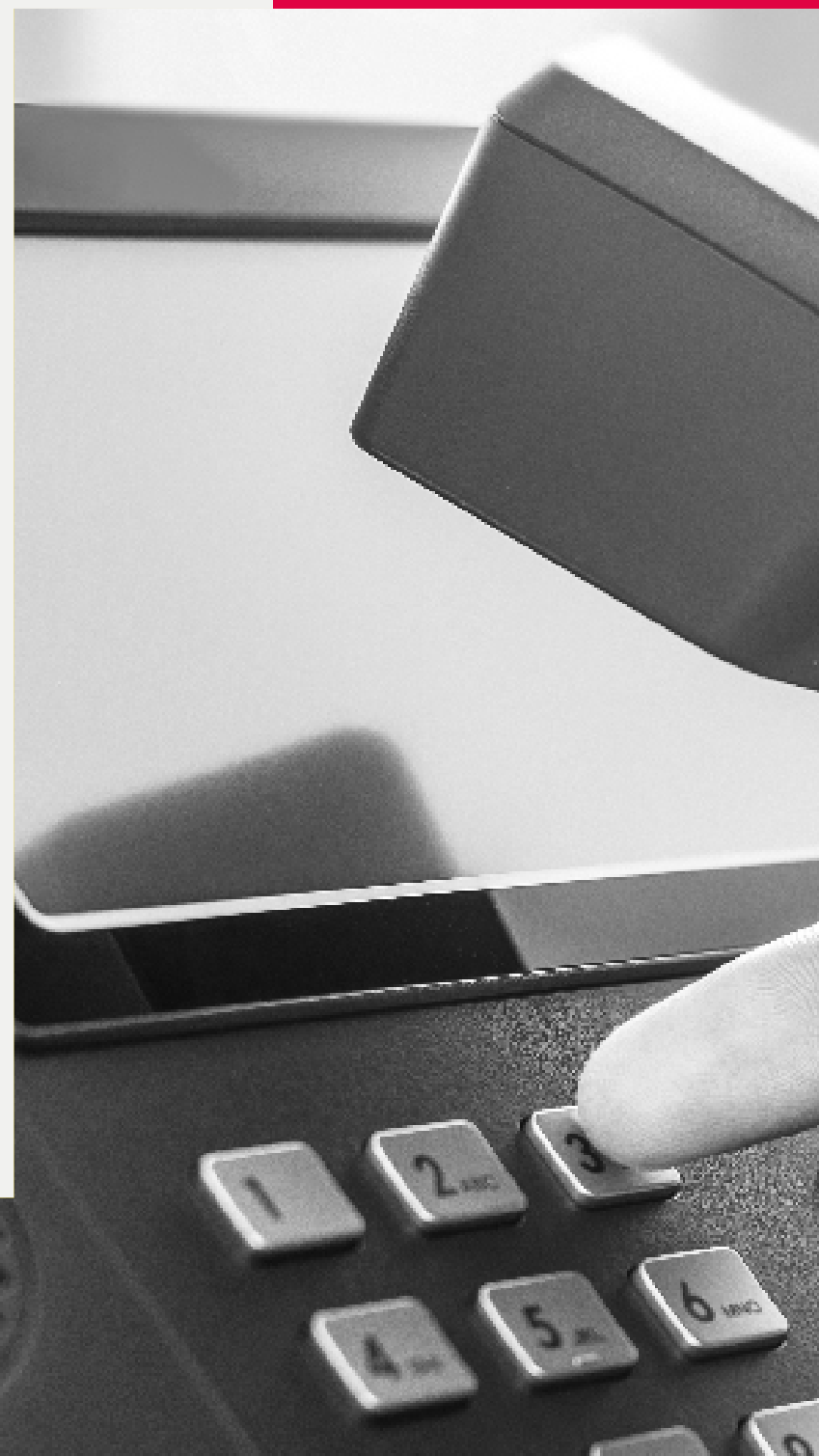
A huge advantage to our IP Telephony system is we use our innovative Connect365 software connecting your mobile to your internal phone system via an app so you are always connected.

### **Added functionality**

VoIP gives businesses the ability to multi-task and increase productivity. For example a receptionist can see who is on the phone before attempting to transfer.

### **Cost effective solution**

Using internet to transfer call data is a far cheaper solution than PSTN. We also give you the option to rent your phone handsets meaning you have no large upfront costs.





Managed Print

# Printing it sustainably

Many organisations do not realise the costs associated with disorganised paperwork.

Our managed print services (MPS) is designed and implemented with the outlook of saving both time and money by analysing your business print requirements, improving employee printing habits with modern solutions and providing more visibility and control of your print environment.



## Does your office's printing system need reconfiguring?

The problem that is fast emerging is that organisations data is increasing, but are using out dated methods for organising it. If you can identify with any of the below then your print system could need modernising.

Old and outdated hardware

No current print practices

Costs due to resource wastes

Stacks of paper in open office

Unorganised print layout

No print security plan

- Print less ☒
- Purchase less ☒
- Energy efficient ☒
- Cost saving ☒

How MPS helps your business?

### What you get from us

Green initiatives

Proactive management

Fault spotting before it occurs

Just in time basis for supplies

Available 24/7

Fully secure

Up-to-date printing technology

In-person & remote service



why not try our > **FREE PRINT AUDIT**

what our customer's say

# 03 Satisfied customers

Project Description

PROJECT NAME :  
Gloucestershire Wildlife Trust

DESCRIPTION :  
A collaborative approach to redesign and redevelop a modern it infrastructure with a suite of bespoke IT services to better suite the needs of this amazing organisations

CLIENT :  
Dave Kobylanski

CLIENT SINCE:  
2018

**THE CHALLENGE**  
IT INFRASTRUCTURE WAS OUTDATED. PREVIOUS IT SUPPORT SERVICE WAS POOR AND THE ORGANISATION DID NOT HAVE ENOUGH KNOWLEDGE TO INTERNALLY SOLVE THE IT ISSUES.

**THE SOLUTION**  
MODERNISED THE CLIENT'S IT INFRASTRUCTURE THROUGH IMPLEMENTING A VIRTUAL SYSTEM MAKING THEM MORE EFFICIENT AND RESILIENT.

**THE EXPERIENCE**  
THEY STICK TO THEIR SLA'S AND THE SERVICE IS PROMPT AND ACCURATE. AS YOU GO UP THE PROJECT TEAM AND OWNERS... WOW THEY KNOW THIER STUFF AND THEY SPECIALISE IN DIFFERENT AREAS



ST MARY'S HOSPICE



ROCK COMPLIANCE



SPENCER SHAW SOLICITORS



NOW CAREERS



PYROTECT LTD



THE WAY YOUTH ZONE



TOP BANANA



BOOT BUDDY LTD



TOOLES TRANSPORT



BORSHCH LTD



VIRGIN BALLOON FLIGHTS

## testimonials



The fact issues are addressed in good time so staff can get on with work has been a big plus. MFM-IT fits with our ethos where we want to grow with our main suppliers.

PARESH SAMAT | HEAD OF FINANCE



Everyone we have had contact with from the company has been extremely helpful and supportive.

A can do approach and always with a smile.

Always responsive to our needs - outstanding service.

DI MCCALLION | PRIMROSE HOSPICE



MFM-IT have been invaluable to us on so many occasions, and every tmie they have stepped up and delivered solutions that are based on our best interests.

DAVE KOBYLANSKI | IT MANAGER

Our clients have great things to say...





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