



m2
Computing

Shaping IT for the ambitious business



Providing a quality IT Support & Consultancy service in the South East

At M2 Computing, we provide flexible, affordable IT consultancy and systems support across the South East. With a proven track record of delivering tailored IT solutions, we are experienced industry professionals with Microsoft partnership accreditation. With an IT strategy tailored to your business needs, M2 Computing can become your virtual IT department. This ranges from consultants – who aid planning, strategy and design, to support staff and technical engineers. We are committed to delivering an excellent service, implementing the latest technology for your business and resolving any IT issues promptly via our in-house help-desk.

Why trust M2 Computing with your IT?

We have the experience

At M2, we have many years of experience delivering successful IT projects, providing our customers with a personal service they can trust and depend on. Throughout London and the South East, businesses are running servers, networks, computers and systems installed and maintained by M2 Computing.

We look at the full picture

At M2, we proactively assess your current IT systems and make long term recommendations to save you time, manage your costs and ultimately improve the overall performance of your business.

We go the extra mile

The service provided by M2 gives you peace of mind, so you can continue to focus on the day to day running of your business, whilst we take care of the IT. We are here to respond to your changing needs, take your IT problems seriously and will not rest until they are addressed and completely resolved.

We take pride in our work

We have invested in the latest technology and advanced tools to help us stay on top of the day to day issues. Our team are tidy, smart and conscientious. We are passionate about technology, take pride in our work and always strive to deliver a high quality service.

For a quote or to book a Free systems review please get in touch on 0845 034 2150 or email us at enquiries@m2computing.co.uk

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Tailored services from M2 Computing



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Complete Peace of Mind

As specialists in providing IT support to small and medium sized businesses, we know what's important to you. You just want someone there to put things right when they go wrong – to take the problem away before you get distracted from more productive activities. And to do it at a reasonable price. We don't think that's too much to ask, which is why we put together M2 Assist. There are three M2 Assist packages available: Gold, Silver and Bronze.

IT Management	Gold	Silver	Bronze
Remote Administration	✓	✓	✓
Hardware Asset Management (of the equipment covered)	✓	✓	✓
Monthly Management Reports	✓	✓	✓
Proactive Monitoring			
Automatic Backup Verification with Online Reporting	✓	✓	✓
Proactive Automated Server Monitoring with on-line reporting	✓	✓	✓
Reliable IT Support			
Remote and on-site Support for Servers	✓	✓	✓
Remote Support for Desktops	✓	✓	✗
On-site Support for Desktops	✓	✗	✗
Planning for the Unexpected			
Disaster Recovery with "Hot Swap" Server Provision	✓	✓	✓
Disaster Recovery with "Hot Swap" Desktop, Laptop & Peripherals provision	✓	✗	✗
Swap out Provision for Server Peripherals & Network Equipment	✓	✓	✓
Subject to a minimum contract value & M2 Computing's contract terms and conditions			

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"Since we contracted with M2 Computing to look after our IT requirements, the number of outages and downtime has dropped to next to nothing. In fact, IT issues no longer feature on our agenda."

N. Thomas, Solicitors

"I can trust M2 Computing to deal with problems without having to check-up on progress. M2 will advise the company on improvements and understands our business requirements and constraints."

O. Stevens, Electrical Company

"Really good service, friendly response to all queries, professional approach, helpful and always aim to do their best for the client."

M. Knight, Recruitment Company

"A very competent company who have saved us many man hours in preventing computer problems."

P. McMichael, Leisure Company



Making a difference to your business

At M2 Computing we know that you just don't have the time to keep up to speed with the latest buzzwords let alone understand what they mean for your business. That's where we come in. M2 Solutions is where you'll find the services and technologies that really can make a difference.

Virtual IT Director

Many small businesses are faced with a dilemma; you need senior level expertise, whether it be in finance, marketing or IT but you can't justify employing specialists in those areas all the time. We can deliver the IT expertise and guidance you need, just when you need it, through our Virtual IT Director Service.

Technical Consultancy

We have lots of experience in the design, planning and delivery of complex projects, and industry accreditations with a wide variety of vendors. Our Technical Consultancy support can be provided as stand-alone solutions or as part of our wider Managed IT Services.

Network Infrastructure

As specialists in small to medium business IT support, we can provide an assessment of your current network, identify vulnerabilities and provide cost-effective solutions that will equip your business for the future.

Security

We will assess your businesses security needs and help you to deploy smart, cost-effective techniques and technologies that help you gain control and confidence in your IT and information security.



If you don't see the service you need in our solutions packages then the chances are, it will fall under our projects offering. We can support and manage ad hoc IT projects from office moves to creating the IT infrastructure for major events. Get in touch to discuss your project in further detail.



The future of IT Technology

Cloud computing simply means your applications or a service is hosted off site on a superior platform offering cost savings and increased flexibility. Switching across to Cloud based services transforms your IT expenditure from a capital expense to an operating expense, meaning there is no large up-front investment required.

Online Back-up and Disaster Recovery

If you are still using a tape based or a manual back-up solution, then we recommend that you consider moving to the Cloud. Transferring this service to M2 Cloud means you never need to worry about backing up your data again. It all happens automatically, so you can focus on running your business safe in the knowledge that everything can be recovered should disaster strike or you accidentally delete an important file.

Business Continuity

With our standard online back-up service, in the event of a major disaster such as a server failure, data can be recovered and restored within 48 hours. If instant access to your data and systems is critical to your business operations, we offer an all in one solution by business continuity specialists Datto. This is a superior data back up and disaster recovery solution offering instant virtualisation. The system creates a total disk image including all of your working files, software applications, user settings, configuration files and drivers. If a disaster occurs your systems can be completely restored to their previous working state

within 60 minutes, allowing you to continue to operate normally.

Email Services

We partner with a range of service providers so you can continue working with your preferred email platform. This includes both Microsoft Office 365 for business and enterprise and Google Apps for Work. M2 Cloud enables you to work from almost anywhere with automatically updated e-mail, calendar and contacts across the devices you use most, including PCs, Macs, iPhone, Android and Windows Phone.

Virtual Server and Desktop

Virtual hosted desktops are becoming increasingly popular and they offer small businesses a secure, flexible option to manage their IT. You only pay for what you use, there is no hardware investment required and it is easy to add new users as they join the business. At M2 Computing, through carefully selected partners we can offer a fully supported virtual desktop service or implement a virtual server solution for a partial move to the cloud.

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Making the move to Office 365

Office 365 for small businesses is a set of web enabled tools that lets you access your email, important documents, contacts and calendars from virtually anywhere and on almost any device. The service brings together online versions of the best communications and collaboration tools from Microsoft plus Microsoft Office Web Apps at a price that small businesses can afford.

As a certified Microsoft Cloud Partner, we can help your business realise the benefits of Office 365. M2 Computing has the experience to guide your business through the transition to Office 365 and provide ongoing support as and when needed. We deliver advice and guidance at the outset when planning a move to Office 365. With years of experience and our in-house IT Help-desk, we have a highly skilled team of consultants to manage you through the migration process. As trusted Microsoft Silver Partners we have access to dedicated partner support, providing a priority support service whenever we need assistance on an issue promptly.

Get in touch to arrange a free trial; explore Office 365, set up user accounts, and test drive the service. After 30 days, if you like the service, you can convert your trial into a full subscription.



Always available and always informed

Smaller businesses depend on efficient communications to make them accessible and give their personnel the flexibility to work anywhere. M2 Connect provides communications solutions using the latest technologies; combined to make smaller businesses more efficient, more connected and more able to compete. Sophisticated doesn't have to equate to complicated. M2 will work with you to design, deliver and support the connectivity that your business needs.

Telephony

We offer a VoIP telephony service with guaranteed call quality which grows with your business. Accessed via an easy to use web-portal, the service includes lots of clever features with an emphasis on control and easy administration. We will quickly configure the system according to your needs, while staff manage calls easily and effectively. If you are considering moving to a new VoIP telephone service, we can provide a demonstration system for your business to fully test its functionality before making a commitment.

High Speed Internet

We offer a wide range of business broadband and high-speed internet access services. As a specialist in connectivity for smaller businesses we understand the importance of the Internet to your business and offer a range of services to ensure you can get on with running your business – rather than worrying about your Internet connection.

Unified Communications

Unified communications (UC) improves business agility by helping you integrate communications closer with business processes, ensuring that information - whether data, voice or video - reaches recipients quickly, through the most appropriate medium, and enabling your team to work more effectively together, wherever they are.



“As important as any other management function - accounting, banking, marketing, strategy, and HR, IT support and management is now a vital business tool, particularly at a value-added level such as that M2 Computing offers.”

S.Honey, Recruitment Company

“I consider M2 to be a Company with high standards with an exceptional desire to meet customer requirements within a stated period of response.”

C.Richmond, Engineering Company

“We were very surprised at how easy it was to move to Office 365. It is very simple to use with a familiar menu system and email functions. We were up and running very quickly with minimal impact on our day to day business. M2 Computing managed the complete transition for us without a hitch.”

S.Davies, Food Manufacturer

“We have used many different IT support companies over the years and without hesitation would say that M2 Computing provide the most comprehensive service of them all.”

D.Budd, Refurbishment Consultancy



Get in touch to speak to a member of our team on 0845 034 2150 or email us at

enquiries@m2computing.co.uk

www.m2computing.co.uk