



KINGSWOOD CASE STUDY

Reliable and secure remote desktop
solution including on-site expertise.

CYBER SECURITY SERVICES | MANAGED IT SERVICES | CLOUD SERVICES | PROJECTS & STRATEGY



We're with you every step of the way...

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KINGSWOOD CASE STUDY

CUSTOMER
KINGSWOOD

EMPLOYEES
300+

LOCATION
UK, USA &
SOUTH AFRICA

INDUSTRY
FINANCIAL

SERVICES
IT SUPPORT

ABOUT KINGSWOOD

Kingswood offers financial planning advice. Their financial advisers and investment managers work across the globe providing invaluable knowledge and expertise to their clients.

Due to Kingswood's vast expansion from organic growth and business acquisitions the in-house IT team were becoming overwhelmed with the workload and looked to Matrix IT to provide extra support.

CHALLENGE

Business acquisitions meant users were working within two remote desktop solutions, which made it extremely difficult to collaborate efficiently. Half of the users had migrated to Microsoft Azure, whilst the remaining users were working from their previous IT providers' data centre.

The in-house team needed an IT provider to help with end-user support as well as provide ad-hoc project engineering resource for projects such as migrating all users onto one remote desktop solution.



Matrix IT work as an extension of Kingswood's in-house IT team, providing support where necessary.

“Our partnership with Matrix IT provides our in-house IT team with that extra level of support that is invaluable to our business. Matrix IT understands our business and helps us achieve our objectives”

Osman Awan

SOLUTION

Kingswood now has a full-time, remote technical engineer that is located at Matrix IT's head office. Their dedicated engineer is on hand to answer all user IT support issues.

Kingswood's fragmented IT infrastructure is now aligned with all users on one remote desktop solution. They also have a Network Operation Centre covering all day-to-day general support activities.

Matrix IT work in tandem with Kingswood's in-house IT team providing support where necessary. Matrix IT have delivered a number of ad-hoc projects allowing their in-house IT team to be solely focused on acquisitions and project manage Matrix IT's engineering resource.

RESULTS

Kingswood now has a future proof solution in the cloud with all users collaborating efficiently.

Security is robust with Endpoint Security, Web Content Control, Multi-Factor Authentication, Security Patching and Email Security, giving Kingswood complete peace of mind that their IT security is taken care of.

Kingswood's full-time remote engineer provides an extra level of IT support due to their ability to understand their complex IT infrastructure.

Matrix IT also provide extra support during holidays and sick leave, ensuring that users have access to IT support at all times.





Matrix IT

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www.mtxit.com | [01329 888444](tel:01329888444) | moreinfo@mtxit.com