



Property Loss Control on a Global Scale



The Key is Stopping Fires Before They Get a Chance to Start.

Since the 1970's, the team at Matrix Risk Consultants has been working with businesses to minimize the risk of damage and business interruption by fire, preferably by preventing the possibility of a fire occurring in the first place. In order to support their clients, Matrix requires the same reliability of their IT infrastructure – and they take the same approach by relying on Expedient Technology solutions to eliminate problems before they occur.

Sheryl Hickman is Vice President of Finance and Administration at Matrix. A few years back, Matrix would sometimes find themselves stuck with an IT problem, and no help. They had support, but it just wasn't always available, and the support didn't go much further than fixing the problem after Matrix finally got the support engaged. As the company projected continued growth, including international clients, Matrix realized their IT model at that time would not get them where they needed to be.

“Downtime was a definite problem before Expedient. At least once a week we had server downtime.”

As Sheryl and her team searched for a solution, Expedient Technology Solutions did an analysis of what Matrix had and compared it to their IT needs. “Expedient came in with a plan of how to make our operations run more efficiently” Sheryl says. Expedient made it clear that Matrix would be an important customer, and that Matrix could get IT help whenever they needed it. With Stress Free IT support from Expedient, Matrix gets help even before they know they need it.

Sheryl said she is always nervous when bringing on a new vendor, but that wasn't the case with Expedient. The fact that Expedient addressed every single issue in their recommended plan, and presented the plan so professionally, made Sheryl and her entire team “very, very confident” from the start that this was the way to go.

“Our clients never know if anything happens with our systems. Our employees don't even know.”

To support and communicate with international customers, Matrix relies exclusively on the Client Access feature of their web site. US customers also utilize Client Access, but due to things such as significant differences in time zones, the Client Access feature is essential to enable international support. By the way – it can't go down.

Prior to Expedient support, server down situations occurred almost weekly, which not only disables the Client Access, but also shuts down every day operations at Matrix. Since implementing the IT solution recommended by Expedient, the server system has not gone down.

“I know our employees get a lot more done in a shorter amount of time. They don't have to wait – the system is very responsive.”

With 20+ associates, the weekly downtimes of various durations resulted in significant productivity losses for Matrix. You can do the math on improved productivity. Sheryl, who does not proclaim to be an IT expert, says “I can concentrate on what my job really is, and focus on my areas of expertise.” Sheryl has done her own math and estimates that she has increased her productive (non-IT problem solving) time by 20% since the Expedient solution was implemented.