

Brochure
IT Support Services





About Mother

Established in 2002, Mother Technologies is a Scotland-based MSP (Managed Service Provider) with offices located in Aberdeen, Edinburgh, and Glasgow. The company has three distinct Service lines: IT, Telecom and Connectivity, providing customers with extensive experience and unified support across all three areas.

Where other MSP's have eliminated their on-site support to focus solely on cloud services, Mother has a comprehensive range of private and public cloud services but maintains that on-site presence is a fundamental aspect of customer service. Consequently, Mother continues to excel by providing its clients with remote and on-site support from Datacentre to Desktop.

Reliable and well-designed systems provide organisations with a competitive advantage. Providing 1st class IT Support to small, medium and large organisations for more than 20 years, Mother knows what works and what doesn't. We take the time to understand your business and how you operate in order to formulate the guidance, measures and support packages necessary to ensure your systems deliver what you ask of them.

Why Mother?



Our engineers have a vast amount of combined experience across all our service lines. Their skill set is continuously growing through ongoing training, enabling us to deliver high-quality service.



Selecting the appropriate IT service provider can be a challenging endeavour. At Mother, we hold multiple industry certifications that you can rely on to guarantee that your IT support is in capable hands.



We know that every company operates differently. That's why we provide flexible solutions that can be made to fit your needs, whether it be a specific service or fully managed IT support.



With a 95% customer retention rate, we consistently deliver excellent IT services to all our customers.



In May 2023, Mother was nominated as a finalist for MSP of the Year at the Comms Business Awards, which recognises outstanding Managed Service Providers in the UK for delivering exceptional customer service, innovative solutions, and measurable business benefits.

Benefits of Outsourcing



Expertise

Outsourcing your IT provides a wealth of skillsets across multiple disciplines that small internal teams can't match. You needn't concern yourself with whether implementation is being performed correctly or provide internal staff training to ensure it does. Our team hold industry accreditations in their respective disciplines and are well-practised with client tasks that are common to all the organisations we support.

Comfort

Most small to medium sized organisations can't justify the cost of a large internal crew that eliminates the reliance and vulnerability associated with a single individual or smaller team. With Mother, you have no such concern. We don't subscribe to public holidays. We don't take annual leave. We don't get sick. We won't resign, and we're available on demand to support you 24/7/365.



ISA has the reassurance that we are no longer dependent on a single person ensuring that key systems work. If someone is unavailable or leaves, there is also somebody else to guarantee continuity”

Nick Little
Head of School
ISA



Simplified Management

Managing a contract is far less hungry than the time and cost associated with managing staff. By outsourcing your IT to Mother, there is no requirement to monitor, assess, develop, incentivise, discipline or satisfy any employment law or HR headaches that accompany internal staffing.

Reduce Costs

Outsourcing IT provides affordable solutions that eliminate your HR costs. Solutions and support packages are aligned to fit your budget, so you're only paying for what you need. All subscriptions are rolled into a manageable monthly payment, with no hidden costs, allowing you to channel expenditure more wisely.





Eliminate Obstruction

Most internal IT teams require external IT support for projects where the time and knowledge don't exist for implementation to be carried out by themselves. Many internal IT staff seek to be indispensable, and the presence of external and very experienced 3rd parties often presents a threat which sees barriers being placed on smart business solutions that potentially heighten their dispensability.

Increase Business Productivity

Outsourcing IT allows your staff to focus on business development and success, instead of being side-tracked by IT issues. Our proactive IT Support and industry expertise minimises downtime, increases productivity and allows your concentration to drive the areas of your business that need it most.



IT Support

With over two decades of experience, we have established ourselves as a leading provider of comprehensive IT support services for businesses throughout Scotland. Our range of support levels include **BRONZE, SILVER, GOLD AND PLATINUM**, covering all aspects of IT from remote support to permanently deployed technicians. Additionally, our services encompass back-end, infrastructure, and endpoint support to ensure your IT systems are fully taken care of.



Asset Tracking



Asset Management & Reporting



Remote Helpdesk Support



Onsite Support



Emergency Care



Network Monitoring



Updates & Security Patching



Backup Monitoring



Health Checks



Review Meetings



Hardware Refresh & Rebuild



Permanently Deployed Technicians



Asset Tracking

Our IT real-time asset tracking service provides Mother with full-stack visibility of our customers' software and hardware assets. This improves resolution times, assists network management and reduces overall downtime.



Asset Management & Reporting

The management and reporting modules of our asset-tracking software provide comprehensive network insights that help us identify unused and problematic assets. Assets with outdated software that presents security vulnerabilities can be readily earmarked for proactive action and aging equipment can be readily flagged for procurement planning and budgeting.



Remote Helpdesk Support

Our helpdesk is the backbone of IT Support. Today, 92% of support tickets are resolved remotely by our helpdesk team. No time is lost to travel, and technical staff can collectively collaborate to diagnose and determine the right course of action to resolve problems quickly and effectively.



Onsite Support

Mother supports its customer “From Datacentre to Desktop”. We know just because things look well on our end doesn’t automatically equate to a satisfactory experience and the user’s end. Mother only provides support in localities within our reach. Irrespective of the high remote support resolution percentages, Mother’s technical staff will regularly attend the site to diagnose and fix faults and install and upgrade equipment.



Emergency Care

Incorporated within Silver and Gold IT Support subscriptions, emergency care provides customers with emergency support for critical issues during unsociable hours, weekends, and public holidays. Even when customers only operate 5 days a week, Emergency Care supports customers to facilitate the resolution of serious problems in advance of the next business day, mitigating against business disruption.



Network Monitoring

24/7 network monitoring alerts us to network problems before you even report them. The small sparks that ignite on networks can lead to catastrophic fires if left unattended. Our network monitoring suite helps to mitigate against disasters by catching problems early and evading business interruption.



Updates & Security Patching

Firmware, software and security updates are critical activities required for network resilience, especially with the plethora of online threats we're faced with today. As part of our proactive support activities, Mother's team will perform all the eligible updates on your network to keep it current and limit vulnerabilities.



Backup Monitoring

Mother regularly audits networks and commonly finds that system backups are failing. Those who've been stung before know only too well how fundamental the retrieval of a file or complete system can be. At Mother, we monitor your backup routines to verify backup completion to provide peace of mind that recovery from a disaster - irrespective of the time it might take - is at least achievable.



Health Checks

Clever software and monitoring tools complement and simplify our support activities. However, they're not sufficient to ensure the health of your systems. Therefore, manual health checks (remote and on-site) should be routinely performed. Proactive health checks identify problems that haven't yet surfaced. This allows us to address them in advance and prevent potential business disruption.



Review Meetings

Providing IT support sees our technical and customer services team heavily engaged with our clients. Notwithstanding that, it is important to have regular meetings with your account manager so our service can be reviewed, and plans formulated for refreshes, upgrades, and any other pertinent recommendations we bring to the table.



Hardware Refresh & Rebuild

A fixed-cost service isn't a fixed-cost if multiple additional charges accompany the agreed monthly charge. Driven by our customers, Mother has incorporated as many of the known extras into our support subscriptions to avoid the unexpected charges that all organisations dislike. Available in our Gold subscription, Hardware Refresh & Rebuild negates the charges that would typically accompany the installation and configuration of a new equipment item (e.g., a new laptop). With the Gold subscription, our clients can refresh their entire computer suite without incurring installation labour charges. That's what an internal IT department would do, so that's what we do too.



Permanently Deployed Technicians

There are many organisations where a permanent on-site IT presence is preferred. Our platinum subscription addresses that. Members of Mothers Technical Team participate in client rotations to provide our clients with a permanent on-site technical support staff without the known HR and management headache associated with internal employment. This is very common in the Education sector where Mother has its own staff permanently deployed for rapid resolution of technical problems in the classroom that might otherwise disrupt student learning.

Service Portfolio

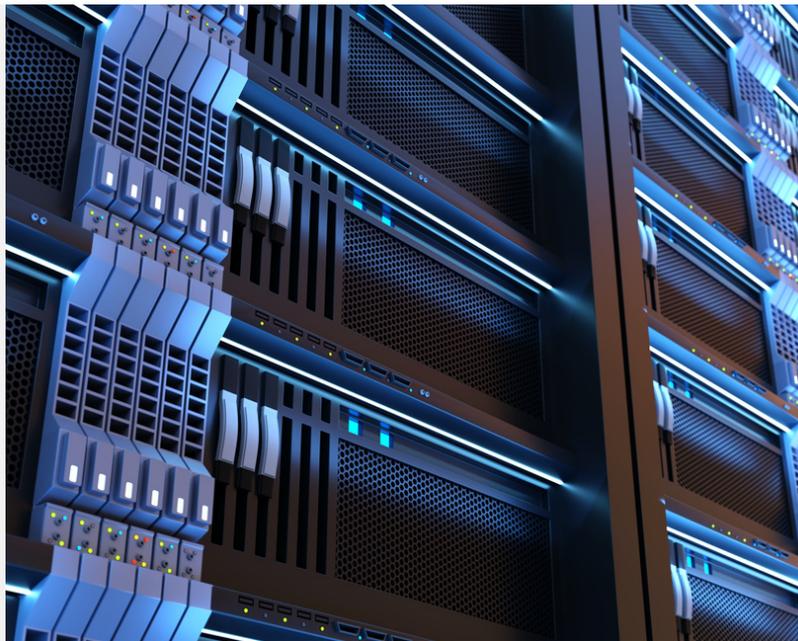


Cyber Security

Protecting your systems from cyber threats has never been so critical. Ransomware attacks are prevalent, and organisations must take extensive preventative action. Mother Technologies can implement solutions that will mitigate against your organisation becoming a victim to these criminal opportunists.

Private Cloud

Mother Technologies has 4 datacentres across Scotland. We can provide private connections to the datacentres allowing you to secure your voice and data services with a level of resilience that is almost impossible to achieve with any on-premise arrangement.





Connectivity Solutions

Mother is an ISP and bona fide communications provider. We have wholesale agreements with all of the major carriers and can deliver anything and everything in the array of available broadband services right up to high-capacity, low-latency fibre circuits in a private or public arrangement.

Telecom

Mother's flagship cloud communications platform, Liberty, can be found in hundreds of businesses across Scotland and boasts extensive functionality to satisfy the most demanding client requirements.





Disaster Recovery

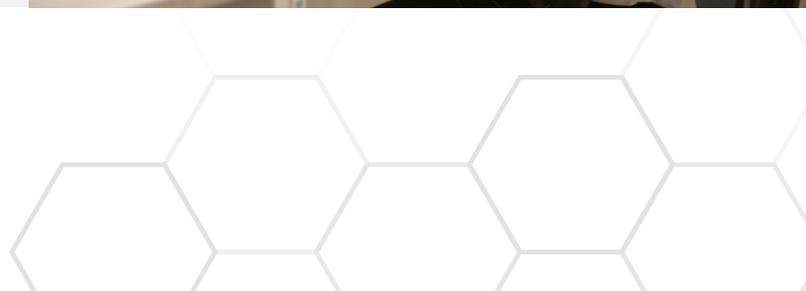
Recovering from a disaster or having the resilience to ensure business continuity in such an event is far more than system backups. The restoration time to recover from backup can be extremely lengthy (especially if it's in the cloud) and organisations need to consider the business impact of that downtime. Mother has solutions that can reduce the recovery time significantly with its staged backups and Spin-up DR services.



Excellent Customer Service

Overall, from my experience with Mother Technologies, I would have no hesitation in recommending them to any educational institute or commercial organisation due to the exceptional work the team has carried out"

Mhairi Miller
Head of Operations
St Margaret's School for Girls



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