

Morpheus Technologies

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MORPHEUS TECHNOLOGIES LTD

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Introduction

Morpheus Technologies was set up in 2004 and became a proper business in 2006, Limited in 2009.

We serve over 500 individuals covering over 50 companies in the Greater London area. We provide bespoke IT solutions to any sized business, predominantly in the small to medium category. Our largest client has over 200 staff, 80 plus mailboxes, 8 locations, 5 Servers, 15 Routers, countless printers and wireless access points all remotely maintained by us.

Morpheus Technologies Ltd - Assisting small businesses in harnessing their technology needs.

Clients come to Morpheus Technologies Ltd for many reasons. No matter what the reason is, we collaborate as a team with the client and partners if required to produce a cost effective, creative yet robust solution. We can take it further from there and manage your whole technology infrastructure from Free-standing workstations to a wholly integrated system which could include workstations, servers, and security systems, audio visual, mobile phones and mobile communications... in fact, the list is endless and we have no limits.

We assist the individual, the sole traders, Soho and SMEs... We work with a broad range of clients in many different situations - in each case, adding value through our expertise, creativity and sound business sense all on a sound technological platform.

Whether your business is in the fledgling stage or fully nurtured, or whether your "technology" is already under our ongoing management (for the best value), we know how to find optimum solutions because we understand technology, we have the know how to plan, program and implement tailored to individual needs.



Morpheus

I work with a relatively small tightly-knit team. My co-pilot, and business partner is Kit Kemp-Gee (kit@poly-math.com<<mailto:kit@poly-math.com>>, 07711-232704) and he looks after **ALL** the servers we manage, this includes online portals such as Office 365 and in-house servers. We also collaborate in Systems & Network Management. He is also the person who manages your domain and sets up the Office 365 portal, so that I can configure your account and train you up on the services, migrate you mail and data etc.

Our published day rate is £350 per day however, as you are well aware this is negotiable for planned works and we cap costs by advertising flat rates for specific kinds of work, see table below.

The Rest of the Team

Web Designer

I also have a great web designer – Jason Hyatt of Resolution Creative Ltd, (webdesign@morpheus-n1.com>). Invoices for any web design work will be billed directly from **Resolution Creative**.

PC Engineer (MAC & PC)

Our resident Computer Engineer is Vinh Quan (workshop@morpheus-n1.com) in the workshop.

Other Partners

Additionally, we are partners with various repair centres – including the **Samsung UK repair centre** www.samuelking.com and larger IT Support companies such as our mentor company Tegen IT, run by my very good friend Richard Smith (www.tegen-it.co.uk), this gives us the ability to manage companies with larger than 100 employees or workstations, although we already have two companies under management that are approaching those sorts of levels, one of which has 6 sites, 6 servers, 10 routers, 18 printers, 78 machines, 77 accounts (all on Office 365) and all linked together.

Broadband

For Broadband, over the past 6 years, we have worked closely with Zen Internet for Broadband Installations (www.zen.co.uk>), simply because they are reliable, have great customer services, monthly rolling contracts very good process for business spec broadband on static IP. Costs are all listed on their site and payments are made directly to Zen via Credit card.

Epos & PDQs

We have a bespoke service in this area as well. Our Epos specialist can be reached at EPoS@morpheus-n1.com. See attached documentation for a system overview if you are interested in changing any of your Epos systems, be it PDQs or Tills.



Services

Hosting

Our Hosting servers reside on www.heart-internet.co.uk where all our domains are registered (in our client's names and addresses). If you choose to use your own web designer or anyone else who needs to work on your domain, we can easily look after access rights and permissions as well as manage who touches your website. Costs start at £50 per year per domain for hosting and £10-£20 a year for registration / transfer fees. This is billed by **Polymath**.

Online Backup

Our preferred backup solution is hosted on Livedrive: www.livedrive.co.uk we can set you up with a backup account which you can always access as a reference library forever and has unlimited storage! We have never tested this limit, but I personally have 2.0TB and 6 machines all backed up online. Costs start at £70 per year for a single machine solution and is incremental by amounts of £10 per year per additional machine and £30 a year for NAS (Network Attached Storage) device backups. Billing for this product is done via **Polymath**.

Remote Support

We manage computers remotely and use interactive sessions to present to our end users using **TeamViewer** software. : If you require support or wish us to demonstrate something to you on your own machine, please download and install this software <http://www.morpheustechnologies.com/software/TeamViewerH.exe>. When asked for a password, please use L1v3W1r3 as the password. I will ask you for the TeamViewer Id at the time of the first session.

Office 365

With regards to Office365, please have a look at the various plans here: <http://office.microsoft.com/en-gb/business/compare-office-for-business-plans-FX102918419.aspx> (Look under the Enterprise options) We usually select this plan <http://office.microsoft.com/en-gb/business/office-365-enterprise-e1-business-software-FX103887102.aspx> for our business clients as it gives the best value for money for small businesses with very good functionality and versatility, however, as we discussed in our meeting, the [E3 plan](#) is better suited to your organisational needs.

Once you are set up in the online office, you will be able to:

- Host all your documents in SkyDrive Pro and access it from anywhere in the world
- Host your email in the cloud and synchronise with all your computers, mobiles and tablets
- Subscribe to Microsoft Office 2013 and therefore always get the latest version of software on your computer

Guideline to our Costs

TASK	REGULAR CHARGE
Minimum Call-out Charge	£90 (£40 per hour after two hours)
Standard Rate	£40 per hour / £300 per day
Install Office 365 on Workstation with basic training	£40 per hour
Install Office 365 on Server (Polymath)	£90 per domain
Install New Router and Configure Network	£90
Install a new network device	£90
Office 365 one to one	£90
Workstation Service / Virus Removal	£90 (24hr turnaround from collection)
Computer Collection / Delivery	£30
Travel outside M25	£50
RETAINERS	
Monthly retainer fee per workstation (no domain controller)	£35
Monthly retainer fee per workstation (with domain controller)	£25
Monthly retainer fee per server	£180

Hours of availability:

Mon – Friday 8am – 7pm












Sat: 9.30am – 1pm

Sun: Closed – Emergency Calls only

Vacations: Contact via email, backup support via Kit / Vinh / Oke



References

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