Nominee: Mirus IT Solutions

Nomination title: Managed Services Provider of the Year

Established in Milton Keynes in 2002, Mirus, an IT and telephony company, has grown to employ more than 100 people through acquisition and organic. Mirus services more than 250 organisations and has a regional office in London.

Accreditations include:

•   Investors in People

•   ISO27001/9001/14001

Awards wins include:

•   Datto Partner of the Year EMEA 2016

•   CRN SME Reseller of the Year 2016

•   Kaseya Large MSP of the Year UK and Ireland 2014

Mirus turns over £10 million P/A.

The Mirus approach

Before taking any client on-board, Mirus undertakes a full infrastructure review. This process enables Mirus to understand what infrastructure the client has, what is working, what is failing and what needs addressing.

From this, Mirus identifies the right solution and plan required.

A road map is then developed for the client that plans their infrastructure in terms of timescales. This offers customers complete confidence every step of the way and allows Mirus to hit targets effectively and efficiently.

Client success example 1

Milton Keynes College

Problem:

Milton Keynes College wanted to adopt a more strategic approach to IT, to allow its education services to thrive on a reliable, robust and safe technology platform.

Its incumbent system was proving untrustworthy and was not delivering a reliable service to its academic staff and more significantly its students.

Solution:

Mirus undertook a comprehensive review of all the college's IT systems. From the review Mirus:

- **Developed mature policies and processes for IT provision, ensuring they aligned to the ITIL framework.**

- **Updated client devices to more modern operating systems.**

- **Made Office 365 available to all staff and students.**

- **Reduced the complexity of the infrastructure.**

- **Improved the security of the college's infrastructure.**

- **Developed the structure of the IT department.**

Outcome:

Mirus transformed IT services across the college, and it now has a high performing IT infrastructure and modern systems that benefit both staff and students.

It also led to Mirus taking on an on-going role offering further support with projects, and enabled Milton Keynes College to reduce its on-going IT costs by reviewing its contracts.

Nathan Indge, head of facilities and IT services at Milton Keynes College, said:

"Mirus have become an integral part of our team and are seen across the IT department as colleagues rather than suppliers."

Client success example 2

Disaster recovery and cyber security

This is an area of particular concern, and interest, to most of Mirus' clients of late. Mirus makes sure a client's data is safe with its disaster recovery solutions. Using Datto, the renowned backup and recovery service, it ensures business-critical data remains secure.

Problem:

One client suffered a serious ransomware infection, meaning that 30 plus members of their team where unable to access key business data. The ransom demanded to unlock the infected data was £900,000.

Solution:

• Mirus was able to go back to the point before infection and restore data at this point.

Outcome:

• The client not only saved a vast amount of expenditure, but also avoided losing the company altogether or starting again, from scratch.

Mirus has now rolled out its new cyber security tool to all managed service clients following the increased threats across the industry. In essence this will prevent ransomware from encrypting data and notifies Mirus immediately so staff can put measures in place to fix and prevent further infection.

Mirus Internal culture

Mirus strives to instil a fantastic company culture, and believes that by investing time and energy in to staff they will learn better, enjoy working at Mirus and with Mirus' client more and in turn improve the company's service offering and client retention.

The "M Team"

The company prides itself on selecting new recruits based on who will fit in with the values and culture, in addition to technical expertise.

Mirus is very invested in its people – hence the Investors in People award – playing to their strengths and providing the very best training to deal with any weaker areas. Long serving colleagues can really become part of the family with its employee share ownership scheme.

Every team member has a documented performance development review (PDR) plan. Mirus defines individual objectives that help make up the overall company objectives.

Mirus runs a number of programmes to help its team members build knowledge. And it holds lunch and learn sessions with a senior trainer on subjects including Office 365 or VMware.

More formal training is held every Friday afternoon for the tools used at Mirus e.g. IT Glue / Connectwise.

Its employees are also encouraged to become certified with partners such as SAGE and Microsoft exams, to ensure they are fully up-to-speed with the latest advancements and to offer customers the best possible service.

Other activities include:

• Mirus regularly holds team-building activities. Its team has participated in the Three Peaks Challenge and a London to Paris in 24 hours bike ride.

• Employee anniversaries and milestones are celebrated.

All of Mirus' team achievements and activities are documented on its dedicated "M Team" website page: http://www.mirus-it.co.uk/m-team and it's "M Team Facebook Hub": https://www.facebook.com/Mirusitsupport/

Why nominee should win

• **Mirus Culture** – We operate a culture internally to reward success and a focus on positive client feedback.

• **Accreditations & Awards** – Mirus is accredited with many the largest providers in the Managed Services arena, from Connectwise for internal use systems through to leading manufacturers/providers such as Microsoft, Dell, SonicWALL and Datto.

• **Managed Services Focus** – Managed Services hasn't ever been a 'bolt-on' service for Mirus as its been the core focus since the inception of the company in 2002. We now have over 250 clients who rely on us for their IT.

• **Service Excellence** – Our current Service feedback score runs at 97.94%