Midgard

Making IT Work

MIDGARD IT
WELCOME

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GOALS AND OBJECTIVES

As part of our growing client base. Our goal is to get you and your company to work as smoothly and effortlessly as possible.

Productivity

Getting the most out of your business, means working as effortlessly as possible, with as few distractions as possible. You want stuff that just "Works"

Protect

With the growing threat of Cybercrime, or IT Missuse. Our security stack and Cyber Security knowladge will help you keep you safe.

Technology

Technology moves at a great pace. Let us worry about getting you the best information and tecnology for your needs, which lets you concentrate on your business needs.

CONTACT US

Change Requests

All Change Requests (such as new staff details, hardware purchases, license details) require a 24 hour notice. This can be expedited in certain issues (see Emergency Request) . There are options on your MyMidgard Portal that will give you quick access to these options.

Service Request

For a service request, or job allocation. Submit a Ticket with as much information as possible including machine name Via:

- Web : www.mymidgard.co.uk
- Email: tickets@midgard.co.uk

Emergency Request

Emergency for critical issues or affecting all machines or staff. Please call us immediately on

- **01792 477800**

General Enquiry (Non Urgent)

To contact Midgard for advice, or questions not related to a Ticket, feel free to drop an Email: support@midgard.co.uk

- Call: 01792 477800
- Chat: Midgard.co.uk

The Chat On Computer System

We have a chat system installed with our MidgardConnect software. This is used while working on the machine, but can be used outside of an active job, but be aware that this is not actively monitored and can have a delay on responses.

support@midgard.co.uk
tickets@midgard.co.uk
01792 477800
www.midgard.co.uk
www.mymidgard.co.uk

SOFTWARE

PURCHASING SOFTWARE

If you require a specific piece of software, feel free to contact us to discuss your needs. If we obtain the software on your behalf, we will register it in your name and keep serial numbers etc safe for future use. If you wish to purchase software yourself, we ask you keep the necessary details safe and available.

Security Analysis and Update

Anti Virus, Malware Protection, Spam Filtering, Backups, upgrades. Ransomware, the lists of what is needed to protect you is for ever growing. But not all software works well with eachother. Our custom built stacks have been developed to offer you the best protection at the best price.

Ongoing Management

By having the software set up through Midgard. It allows us to run checks on a regular basis, keeping your software up to date with security patches and bug fixes rolled out as soon as they have been stress tested.

HARDWARE AND PRINTERS

Our hardware is purchased to be business suitable. From Laptops, Printers, Scanners, Network Switches, Firewalls, Routers, Hubs, to mice and keyboards. We offer a wide range of options. Each have been chosen to work together, and run smoothly.

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HARDWARE PRODUCTS

A collection of our current stock available to order
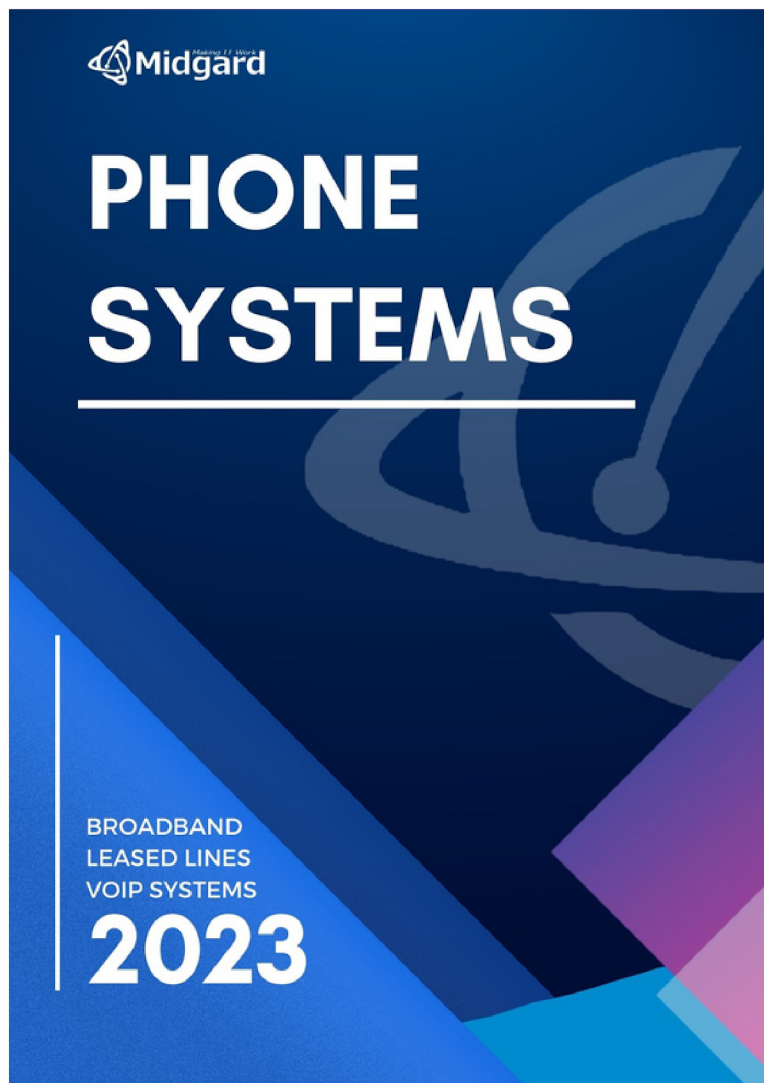
CALL NOW

www.midgard.co.uk

BROADBAND FIBRE +++

We work with several providers, offering you the best value business level internet connections. From General Broadband, to Fiber To The Premises, to Leased Lines. We can organise, and set up all these options for you. We will often recommend transferring to a business line if you have not yet moved to one.

Please see Other Documentation on what we offer:

PHONE SYSTEMS VOIP

We offer one of the most feature rich, cost effective phone systems that is available ont he market. Custom built with our own Stack, and using proven 3rd Party systems, and our custom build Portals. You can now have a fully feature rich phone system for 1/3rd of the price of BT with more features.

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PHONE

SYSTEMS

BROADBAND
LEASED LINES
VOIP SYSTEMS

2023

NEXT STEPS MYMIDGARD

MyMidgard

MyMidgard is an Online Portal designed in house for your access. This portal gives you access to Our Ticketing System, Phone Systems, Domain and Email controls plus more

Discuss Changes

Feel free to drop us a call, discuss your ideas, and we will work with you to develop a roadmap for you and your business regarding your IT needs

Feedback

If you have any feedback. Please drop us an Email, call, or use the chat feature. If you have idea's where we can improve our service to yourselves. Let us know and we will look at Implimenting those changes.

Welcome To MyMidgard

Finally. A warm welcome to MyMidgard, and the Midgard Client Portals.

TERMS AND CONDITIONS

Our terms and conditions can be found at

https://www.midgard.co.uk/terms-and-conditions/