

Partner Q&A - Matrix Computer Solutions

Scott Cover of Matrix Computer Solutions discusses his powerful partnership with Calyptix and the value of offering AccessEnforcer™ to his SMB Customers

- Open dialog with development team.
- Simplicity of product.
- Quick implementation and easy configuration.
- Straightforward quotes and revenue calculations.
- Tremendous business value to customers.

Q. Does your relationship with development really drive customer satisfaction?

A. Calyptix maintains an open dialog with partners that is unusual to find in our industry. Customizations and unique needs are addressed by a hands-on R&D team that immediately addresses individual requests. Customer success with the solution is driven by the way the features fit their specific needs.

Q. Can a simple product package be comprehensive?

A. Yes. AccessEnforcer's single unit approach is perfect for our small to medium size business customers because of its simplicity of installation. It is pre-configured with all of the network security they need and works seamlessly with solutions such as Microsoft SBS. The product is simple because it eliminates confusion, not features, functionality or robustness.

Q. What makes Calyptix' pricing so appealing?

A. Calyptix' pricing and revenue structure is simple and straightforward. It eliminates complexity around add-ons and enhancements that confuse customers, complicate quotes and blur revenue targets. Our team's poise in the field is improved by being able to provide estimates without referring to pricing sheets. And calculating our revenue total is elementary multiplication.

Q. How obvious is the solution's business value to your customers?

A. AccessEnforcer provides an exciting option for SMBs in the robustness yet affordability of the product. AccessEnforcer supports a business' ability to increase compliance and gives management insight into what their employees do on a daily basis and a picture of exactly what enters and exits their business via the Internet.

one box. one price. one solution.™

Scott Cover is VP of Technical Services for Matrix Computer Solutions. Matrix Computer Solutions provides network assistance and computer needs that include installation, repair as well as network set-up and security for small to medium sized businesses.