



I.T. MATTERS, INC.

(281) 280-8500  
www.itmattersinc.com  
info@itmattersinc.com

# Solutions & Success

## The Inside Story

Client	Atlantic Methanol
Industry	Oil & Gas
Respondent	Eva Garcia, Senior Administrative Assistant

## I.T. Matters Provides Atlantic Methanol With Committed And Personal IT Support

Atlantic Methanol Production Company LLC ("Atlantic Methanol") runs a world scale methanol plant located on Bioko Island in Equatorial Guinea, West Africa with its corporate headquarters in Houston. With twelve staff members working locally and more than 500 at the plant, Atlantic Methanol requires a responsive and well-maintained network to facilitate communication and collaboration between their two locations

For years, Atlantic Methanol trusted I.T. Matters to keep their IT environment optimized.

# I.T. Matters Has Built An Informed And Effective Working Relationship With Atlantic Methanol

I.T. Matters has long been Atlantic Methanol's IT support partner, and over the years, they have gained a detailed understanding of how the company operates and what their staff's preferences are.

"The president of the company has his own little niches and so do I, and they already know how each of us is built," says Eva Garcia, Senior Administrative Assistant, Atlantic Methanol. "It's very easy for them to diagnose any issues we're having, and they know the likes or dislikes that we have with our phones, or with any IT equipment in the office."

This is the hallmark of a true partner in IT. Any support company can apply the same general solutions to a given issue that a user may encounter, but a committed IT company will, over time, learn the users' habits and preferences to develop a more attuned support experience.

"We've grown to have a good relationship with I.T. Matters," says Eva. "They know our needs, they know what to expect and what everybody needs."

A core component of this service is I.T. Matters' regular on-site visits at Atlantic Methanol's corporate headquarters. Prior to the COVID-19 pandemic, an I.T. Matters technician would go on-site on a weekly basis for six hours to perform routine maintenance and check in with each staff member to make sure everything was running properly.

"They dedicate six hours every week to Atlantic Methanol," says Eva. "Before COVID, they would come in every Tuesday in the office for six hours, they would check all our servers, do some clean-up, and also go by everybody's office and see if anyone needs anything."





# I.T. Matters Is Committed To Solving Atlantic Methanol's IT Problems

In addition to the detailed and personal support that I.T. Matters delivers, Atlantic Methanol also values their services because they are committed to putting in the work and solving problems. Just last year, an issue with a third party vendor took Atlantic Methanol's systems offline — I.T. Matters' staff worked late into the evening to make sure the problem was taken care of.

"Our networks were down, we didn't know what it was," says Eva. "They stayed at our office until 8 or 9 at night dealing with it. There were some major issues going on."

This is not a given with every IT company you may encounter. Especially when the issue is with another third party and not the client themselves, often the client will be expected to facilitate the support process. But I.T. Matters is committed to taking care of clients, even when it means working with another vendor late into the evening to solve the problem.



**I.T. MATTERS, INC.**



*They're pretty hands-on, and they're very responsive"*

- Eva Garcia, Senior Administrative Assistant,  
Atlantic Methanol.

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