



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

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# Solutions & Success

The Inside Story



**Client  
Industry  
Respondent**

Exmar Offshore  
Oil & Gas  
Carmel Bradbury, Comptroller



## **I.T. Matters Supports Exmar's Global IT Environment**

Exmar Offshore (Exmar) is an oil & gas engineering services firm, providing consulting, design, and construction management services to the worldwide industry for more than 23 years. With their headquarters in Belgium, Exmar operates additional offices all around the world, including in Texas and Korea.

Maintaining a business and its IT environment across time zones around the world is no small matter. A company of Exmar's size and scope requires direct and fast response from their IT support team if and when something goes wrong.

**That's why they work with I.T. Matters.**



## Exmar Needed IT Expertise To Match Their Scale Of Operations

Like any organization, Exmar is immediately affected by problems with their IT. It's such a crucial part of their operations that even a small problem or occasional lag can have considerable consequences.

That's why they need quick and effective support from their IT company. However, prior to working with I.T. Matters, Exmar relied on a single IT support technician to take care of their IT needs.

"We had an individual that we had hired directly, but we needed someone with a higher skill set and more knowledge of what was going on

in the industry, the changes that were happening," says Carmel Bradbury, Comptroller, Office and HR Manager, Exmar.

Fortunately, the leadership at Exmar knew just who to get in touch with: I.T. Matters. They had previously connected with the I.T. Matters team, and knew they could get the expertise and speed of response in IT support that was important to them.

"Our boss guided us towards I.T. Matters," says Carmel. "He had had a relationship with them for a while, and we brought them in and had a sit-down and interview with them."



## That's When Exmar Called I.T. Matters

"We found out what their capabilities were and figured out how they would fit with our group," says Carmel. "Part of our request for them was that we would have someone that was hands-on every day during our working hours. It's a more visible approach."

A key priority for Exmar was in establishing direct and fast IT support for their offices in Texas, and around the world. I.T. Matters arranged for an IT support technician to work directly onsite, and ensured remote support would be available for global offices as needed.

## I.T. Matters Responds When Exmar Needs Immediate Support 24/7

To this day, Exmar trusts that I.T. Matters will be available and responsive for any IT issues that occur. Whether it's a quick remote fix or a visit on-site, I.T. Matters quickly solves IT problems.

"They have someone on call all the time," says Carmel. "So, if there's somebody in Korea that needs help, there's somebody to help them. They're not sitting there unable to work. Having the ability to have someone available at two in the morning is extremely helpful."



## I.T. Matters Upgraded Exmar's Infrastructure

Over the past three years, in addition to providing IT support, I.T. Matters has consulted on the continuing development of Exmar's IT infrastructure. Given their scope of operations and vast volume of data, Exmar requires robust data continuity and cybersecurity capabilities in order to stay secure and compliant.

"As an engineering firm, we have a lot of data, and very sensitive data," says Carmel. "If we lose that data, we're in trouble."

With I.T. Matters' expert assistance, Exmar has been able to establish a reliable and appropriately scaled IT environment, connecting their global offices for secure file access.

"They've come in and reworked out network structure, and offered suggestions for upgraded virtual servers, specific software, and they assisted in getting our Korea site up and running as if they were sitting in our office," says Carmel.



*We appreciate all the help we get from I.T. Matters. They are very willing to accommodate and deliver the best service they are able to do. We certainly look forward to continuing our relationship with them."*

**- Carmel Bradbury, Comptroller,  
Exmar Offshore Co**



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