



**SOFTMAT**

Services SAS

Technology solutions tailored to support your  
business growth.

[www.softmatservices.com](http://www.softmatservices.com)



# Does your company need a reliable technology partner?

At Softmat Services, we provide modular and customized solutions for growing small and medium-sized businesses that require structure, security, and technological efficiency.

"Because technology evolves, we evolve with you."

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# Our Value Proposition

Modularity, flexibility, and specialization: your IT department, perfectly tailored.



We outsource your technology department (IT Outsourcing).



We ensure cybersecurity and operational continuity.



We design flexible, scalable, and secure solutions.



We provide personalized support with 8/5 and 24/7 service options.



We hold certifications from Cisco, Microsoft, Fortinet, Azure, Palo Alto, Aruba, WatchGuard, and we are a Gold Partner of Odoo.

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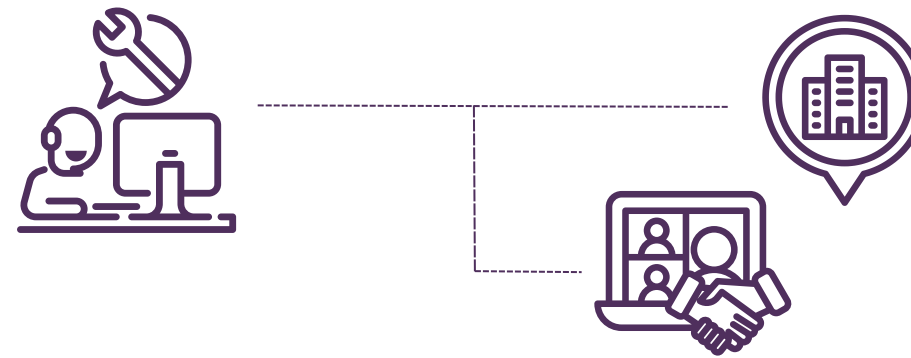
SMC



# SMC

## Softmat Management Services

Designed so our clients can modularize  
**THEIR TECHNOLOGY SOLUTIONS.**



### SERVICES

Level 1 Service Desk (Technical Support)



Network Operations Center (NOC)



Specialized Support (with clear service and billing policies)



### MODALITIES

On-site Support



Remote Support



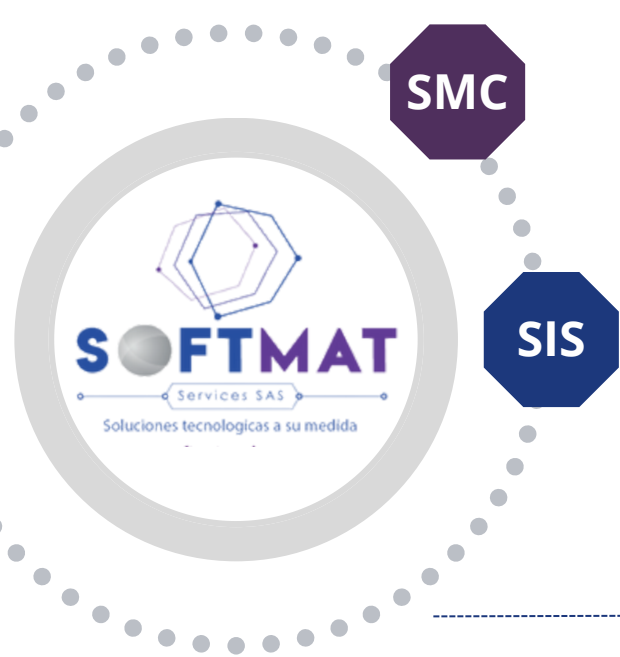
Hourly Packages



### SERVICE AVAILABILITY



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# SIS

## Softmat Integrated Security

At Softmat, we design and implement  
**SECURITY SOLUTIONS TAILORED TO  
 YOUR ENVIRONMENT AND RISK LEVEL.**



### SERVICES

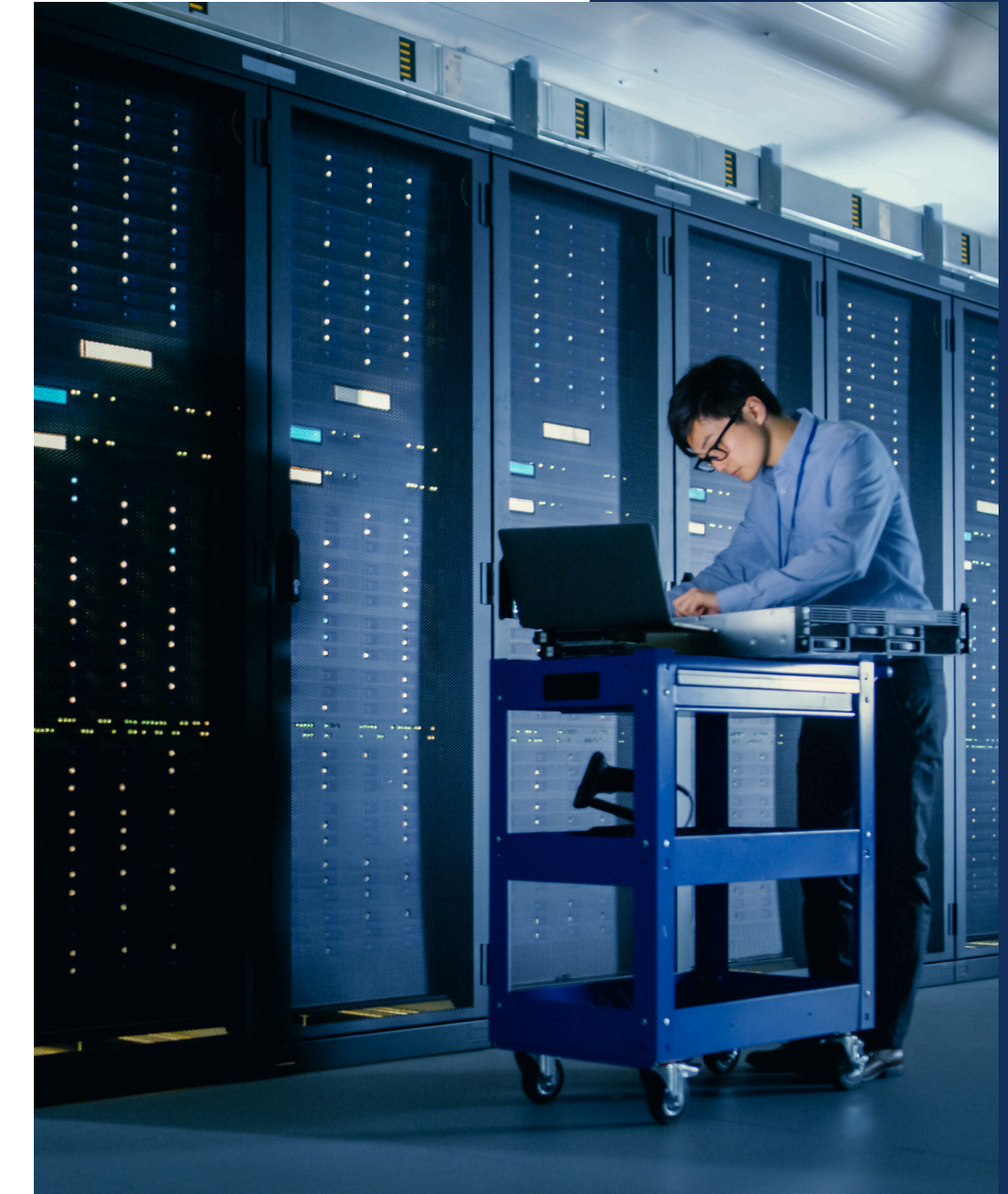
- |                                 |  |                 |  |
|---------------------------------|--|-----------------|--|
| Perimeter Security              |  | On-site Support |  |
| Information Security            |  | Remote Support  |  |
| Endpoint Security               |  | Hourly Packages |  |
| Penetration Testing & Hardening |  |                 |  |

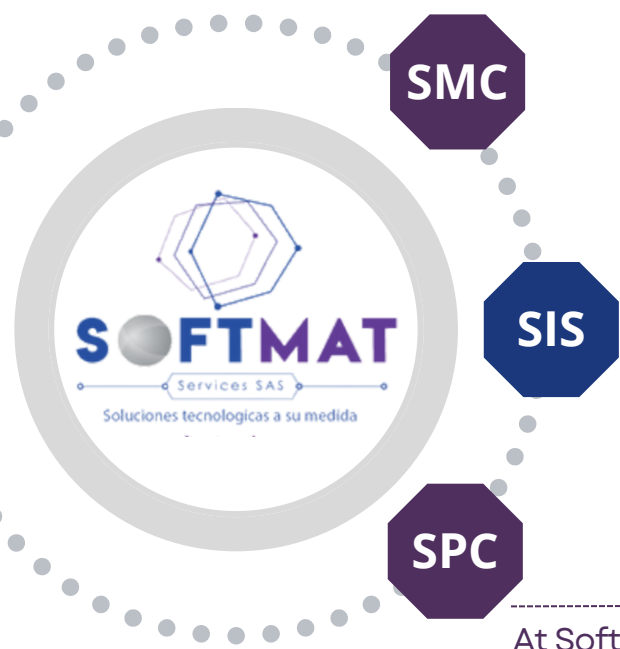
### MODALITIES

### SafeCycle

- Security planning**, vulnerability assessment, and secure architecture design.
- Implementation**, including firewall installation, intrusion detection systems, and endpoint protection.
- Execution and continuous management**, with active monitoring, updates, and incident response.

### POST-SALE SUPPORT



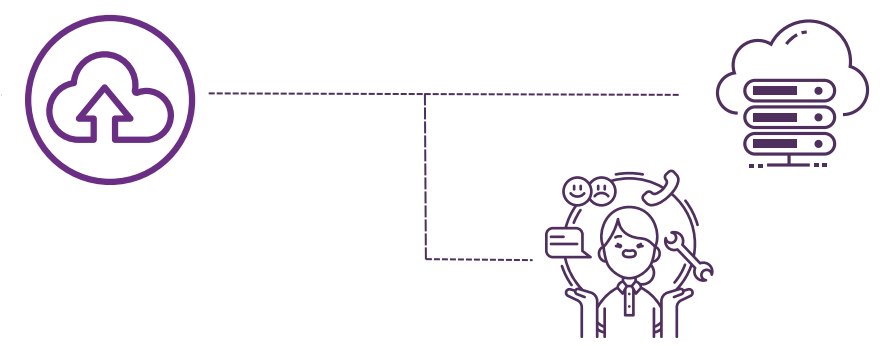


# SPC









## Softmat Productivity Cloud

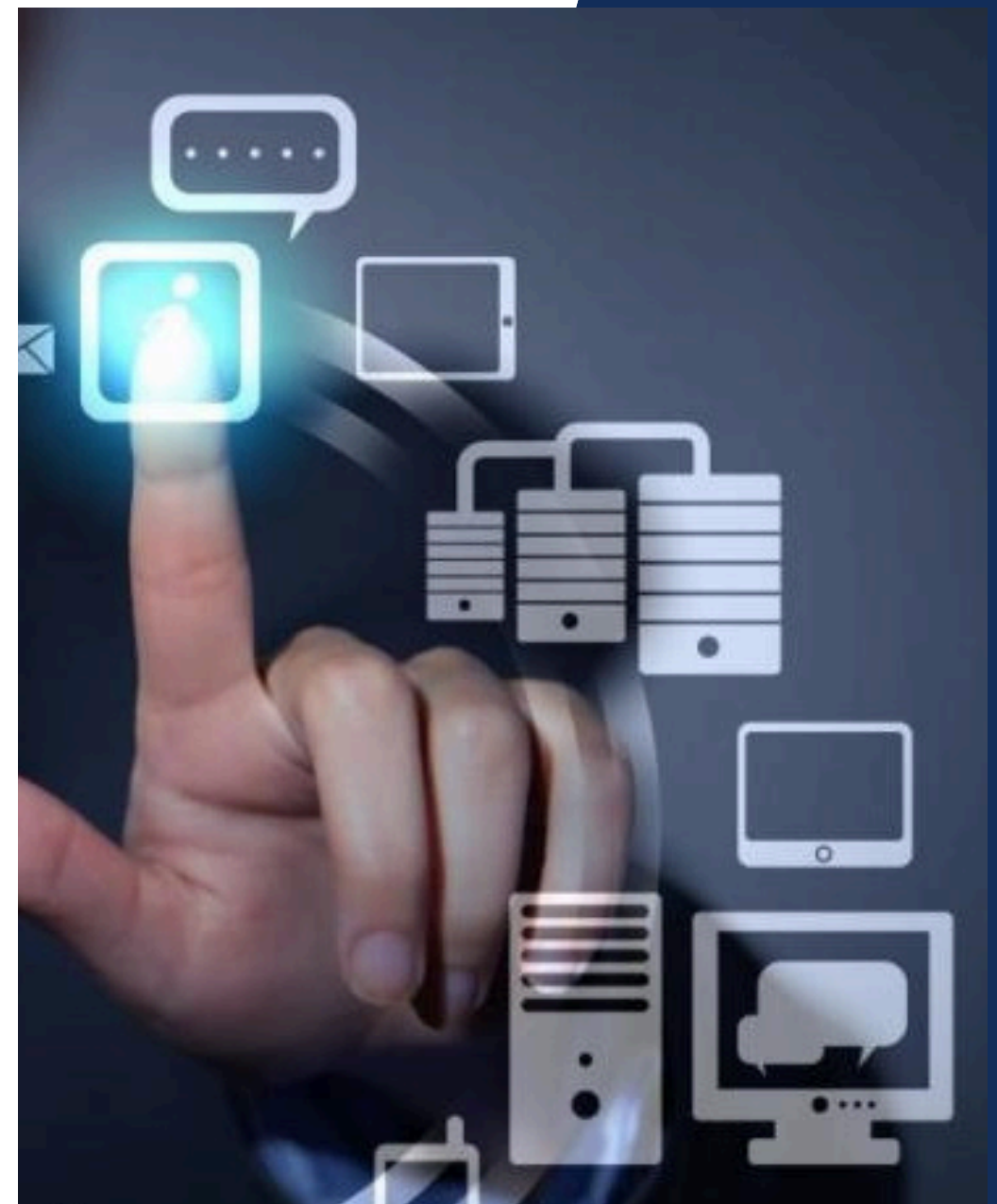
At Softmat, we offer fully adaptable cloud solutions tailored to your needs, with a modular and scalable architecture backed by

### CERTIFICATIONS ACROSS MULTIPLE PLATFORMS.



### SERVICES

- |   |   |
|---|---|
|  Infrastructure as a Service (IaaS) |  Cloud-Based Help Desk Platform.                                    |
|  Data Backup and Storage           |  Public, Private, and Hybrid Cloud Services.                       |
|  Disaster Recovery Plans           |  Implementation and Support for SharePoint, Office 365, and Azure. |
|  Web-Based Applications            |  Odoo Gold Partner – Specialized Implementation and Development.   |

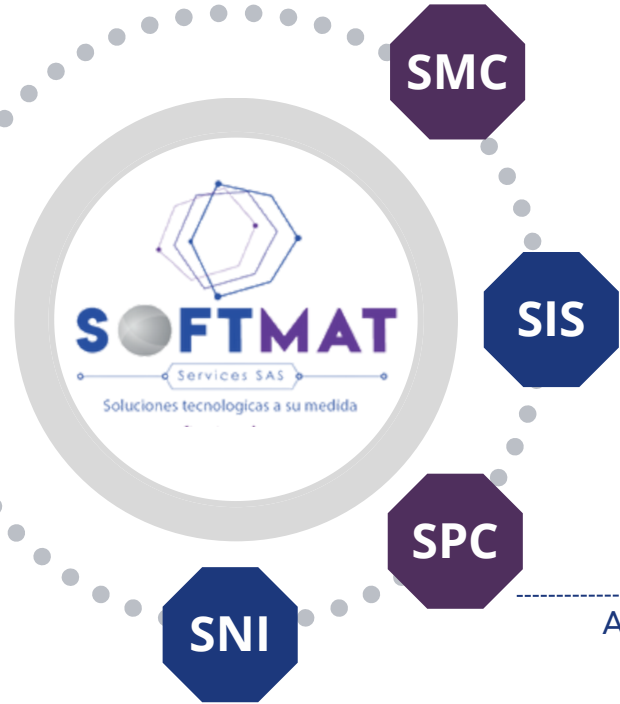


### SERVICE AVAILABILITY



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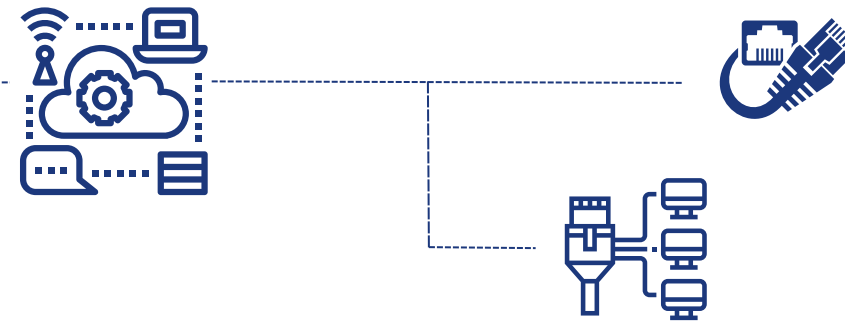


# SNI

## Softmat Network Infrastructure

At Softmat, we design, implement, and manage robust, scalable technology infrastructures

**ALIGNED WITH YOUR BUSINESS NEEDS.**



### SERVICES

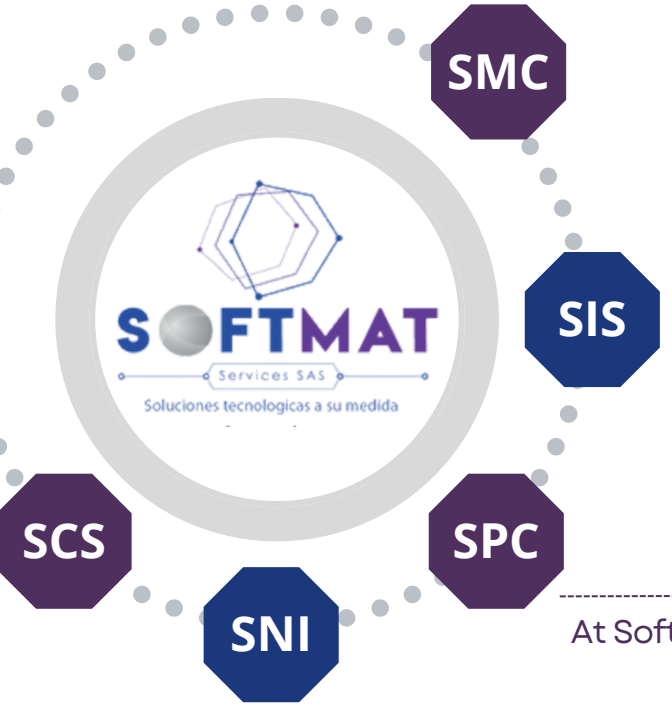
- Design and implementation of LAN, WAN, and Wireless networks.
- Server and service virtualization.
- IP Telephony and Unified Communications.
- On-Premise Backup and Preventive/Corrective Maintenance.
- Physical servers and storage.
- Closed-Circuit Television (CCTV) and Physical Security.

### SafeCycle

- Security planning**, vulnerability assessment, and secure architecture design.
- Implementation**, including firewall installation, intrusion detection systems, and endpoint protection.
- Execution and continuous management**, with active monitoring, updates, and incident response.

### POST-SALE SUPPORT





# SCS

## Softmat Consulting Service

At Softmat, we provide expert consulting to optimize your processes and ensure the

### SECURITY AND EFFICIENCY OF YOUR IT INFRASTRUCTURE.



### SERVICES

Perimeter and Information Security Assessment



Internal Network Consulting



IT Process Consulting



Computing and Systems Consulting



Initial Assessment.



Technical and Strategic Analysis.



Solution Proposal.



Implementation (Execution or Support).

### SafeCycle



Comprehensive management of IT services, internal processes, and technology resources under total control.



Comprehensive management of infrastructure, technical support, and IT operations under a managed service model.

Specialized IT consulting to strategically strengthen your processes, infrastructure, and security.



Centralize your digital operations in the cloud—applications, backup, and collaboration without limits.



Design, implementation, and maintenance of networks and IT infrastructure, ensuring uninterrupted operation.

OUR PARTNERS



www.softmatservices.com

OUR PARTNERS





PRO

## SOFTMAT PRO

- Specialized, around-the-clock support (7×24).
- 4-hour response SLA, depending on issue criticality.
- 24/7 support hotline On-site assistance when required.



PLUS

## SOFTMAT PLUS

- Specialized support during business hours (5×8).
- Ticket-based system with support hotline available 5×8.
- Remote assistance.
- Two on-site visits included per contract term.

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BASIC

## SOFTMAT BASIC

- Specialized support during business hours (5×8).
- Ticket-based support hotline available during business hours.
- Remote assistance throughout the contract term.

# Let's talk technology and growth!



At Softmat, we deliver specialized technical support directly to end clients, as well as white-label services for strategic partners. With our flexible model, nationwide footprint, and international capabilities, we adapt to every need.



### KEY BENEFITS

- 1 Complimentary initial assessment.
- 2 Personalized service.
- 3 Guaranteed support.
- 4 Regulatory compliance and licensing.
- 5 Certified specialists.
- 6 Dedicated to your growth.

