



# M9 Group Whitepaper

Why small multi-nationals need outstanding IT solutions  
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M9 GROUP  
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## Why small multi-national organisations need outstanding IT solutions

### Introduction

Small multi-national organisations exist in an environment without the infrastructure and support available to global corporations but with an arguably greater reliance on secure collaboration and communication technologies to be successful. The challenges facing mobile teams and individuals operating across a diverse geography in multiple time zones are formidable. People need to access information at all times, in many places and using a plethora of devices. They need to be secure when they do so and they need access to support, on demand 24 hours a day.

### The challenges

Small multi-nationals exist for a variety of reasons, as opposed to geography-centric companies. These include sales and marketing reach, reduced manufacturing costs, 24/7 service delivery, “follow the sun” issue management and international trading of goods and services. Communication is generally key to success, whether voice or data, collaboration, systems access and associated performance. All of this needs to be inherently secure.



The rise of globalisation over the past few decades and the increasingly interlinked national economies and trade agreement has most obviously given rise to the mega-corporations but a little bit under-the-radar, the small multi-national has become increasingly common. Interestingly, with issues such as Brexit, which could be seen as a step back from globalisation, there has been an increase in the numbers of UK organisations seeing themselves as multi-nationals as they may need a legal entity within the EU to trade in a similar way to that which they have been used to.

### Outstanding IT

M9 specialises in delivering outstanding IT solutions to small multi-nationals. It does this by integrating a number of solutions from key partners. We are a Microsoft Gold

partner and usually base a significant part of our core solutions on the Microsoft ecosystem. We have specialised communications partners, such as Aryaka and security and performance solutions, such as Zscaler. We wrap this solution design with pragmatic advice and guidance from world-class consultants and support the delivered solutions 24/7 through our Service Desk.

Modern cloud-based IT solutions, if designed, implemented and supported properly, enable businesses to work largely seamlessly on a global basis. This is highly cost effective but also very efficient. There is nothing worse than a remote user struggling with their IT whilst trying to complete a key piece of work against a tight deadline.

The M9-led solutions deliver secure collaboration across the globe using tools such as Microsoft Teams, with integrated voice, structured shared storage through Microsoft Sharepoint, high-speed cost-effective communications through the Aryaka networking products and importantly the security around that.



## How this works

### Example

M9 designed and implemented a solution for a manufacturing organisation based in London, with offices in the USA and China. They also frequently travel to many countries around the world. The M9 solution accommodates the different application packages in use and Microsoft 365. To quote the Chairman, his employees in China can now work in exactly the same way as those in other parts of the world, with unheard of performance and support available whenever they need it.

### In Summary

M9 helps businesses to work internationally by integrating a number of products and services to meet the challenges small-multinationals face on a day-to-day basis. We remove user frustration, improve quality of work, speed up process and directly improve their bottom line with reliable secure collaboration solutions.