

SYNTEX SOLUTIONS LTD

Staff Handbook

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1. Welcome to Syntex Solutions

Welcome to Syntex Solutions Ltd. We are pleased to have you as part of our team. This handbook sets out the policies and procedures that govern your employment and working arrangements. Please read it carefully and retain it for future reference.

If you have any questions please speak to your line manager or contact HR at hr@syntexsolutions.net or on extension 2200.

2. Company Overview

Syntex Solutions Ltd is an enterprise IT consultancy and managed services provider incorporated in England and Wales (Company No. 07184293). Founded in 2009, we are headquartered at 14 Colmore Row, Birmingham, B3 2QD, with a second office at 76 Mosley Street, Manchester, M2 3LG.

Key Contacts

Role	Name	Email	Ext
CEO	James Sullivan	j.sullivan@syntexsolutions.net	1001
COO	Rachel Chen	r.chen@syntexsolutions.net	1002
Head of Security	Mark Patterson	m.patterson@syntexsolutions.net	1010
HR Manager	Karen Mills	k.mills@syntexsolutions.net	2200
Finance Director	David Okonkwo	d.okonkwo@syntexsolutions.net	3001
Lead Engineer	Simon Hartley	s.hartley@syntexsolutions.net	4010
Network Engineer	Priya Nair	p.nair@syntexsolutions.net	4020
IT Helpdesk	Team	support@syntexsolutions.net	4000
Facilities	Tom Briggs	t.briggs@syntexsolutions.net	5100

5. IT and Acceptable Use Policy

All IT systems and services provided by Syntex Solutions are for business use. Personal use is permitted on a limited basis provided it does not interfere with your duties or bring the company into disrepute.

Email and Communications

Corporate email is provided via Microsoft 365. Your email address follows the format **firstname.lastname@syntexsolutions.net** (e.g. mark.patterson@syntexsolutions.net). All email is subject to monitoring and retention under our information security policy. Outbound mail is relayed through **BMGEXCH01** on the corporate network.

Corporate Network and Domain

All company workstations and servers are joined to the Active Directory domain **corp.syntexsolutions.net**. Your Windows login username matches your email prefix (e.g. mark.patterson). Contact the helpdesk on extension 4000 or at support@syntexsolutions.net to request account changes.

Key Internal Systems

System	Hostname	Purpose	Access
Domain Controller (Primary)	BMGDC01	Active Directory, DNS, DHCP	IT staff only
Domain Controller (Secondary)	BMGDC02	AD replication, failover	IT staff only
File Server	BMGFS01	Shared drives (\\BMGFS01\\)	All staff
Mail Relay	BMGEXCH01	Exchange hybrid, SMTP relay	IT staff only
Web / App	BMGWEB01	Intranet, OTRS helpdesk portal	All staff
Monitoring	BMGMON01	Nagios - infrastructure alerts	IT staff only
Dev Server	MCRDEV01	Development environment (MCR)	Engineering only
Staging	MCRSTG01	Pre-production staging (MCR)	Engineering only
Jump Box	BMGJUMP01	Privileged access bastion host	Senior IT only

Remote Access and VPN

Remote access is provided via the Syntex VPN at **vpn.syntexsolutions.net**. All connections require MFA using Microsoft Authenticator. The client portal is available at **remote.syntexsolutions.net** for authorised users. VPN client configuration packages are available from the IT team - do not share your VPN credentials or configuration files.

Internal developer and staging environments are accessible at **dev.syntexsolutions.net** (MCRDEV01) and **staging.syntexsolutions.net** (MCRSTG01) for engineering staff only. Access is granted by Simon Hartley.

File Shares

Share Path	Purpose	Access
\\BMGFS01\Staff\$	Personal home drives	Individual user
\\BMGFS01\Shared	Company shared documents	All staff
\\BMGFS01\Projects	Client project files	Project team
\\BMGFS01\IT\$	IT admin files	IT staff only
\\BMGFS01\Finance\$	Finance documents	Finance team only
\\BMGFS01\HR\$	HR records	HR only

6. Information Security

Syntex Solutions is certified to ISO 27001. All staff must complete annual information security awareness training. Security incidents and suspected breaches must be reported immediately to **security@syntexsolutions.net** or by calling Mark Patterson on extension 1010.

Service accounts (svc.backup, svc.monitor, svc.deploy) are managed exclusively by the IT security team. Do not use or share service account credentials under any circumstances. Misuse will result in disciplinary action.

Data classification levels: Public, Internal, Confidential, Restricted. All client data is classified as Confidential as a minimum.

7. Remote Working

Remote working is permitted where agreed with your line manager. You must connect via the corporate VPN at vpn.syntexsolutions.net before accessing any internal systems. Do not use personal devices to access \\BMGFS01 shares or internal applications without prior approval from the IT team.

This document is classified as Internal.

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