

A man with a beard and glasses is working on a laptop in a server room. The background is filled with server racks and a blue glow.

nexustek

# **SUPPORT** **RE-** **IMAGINED**

NexusOps with NexusIQ™ modernizes IT support by **automating triage, routing, and communications** so your teams resolve faster, communicate better, and scale operations without added complexity.

**RESOLVE**  
FASTER

**COMMUNICATE**  
PROACTIVELY

**INCREASE**  
CONSISTENCY

**SCALE**  
WITHOUT BURNOUT

**TRANSFORM THE NORM**  
ACCELERATE WITH CONFIDENCE



# When Tickets Pile Up, Service Slows Down—

# FAST

Increasing delays and frustration

Requests bounce between technicians, and users lose confidence

Issues get misrouted

Manual triage creates bottlenecks

Ticket volume keeps rising while your team stays the same size

## Work with NexusTek to Solve

How do we reduce misrouted tickets and delays **without adding headcount**?

How do we deliver **more consistent service** and **SLA performance** across teams?

How do we give users **clear, proactive updates** at scale?

How do we move from AI pilots to **repeatable, measurable outcomes**?

# What Changes When NexusOps with NexusIQ Runs *TRIAGE*

## FASTER PATH TO RESOLUTION

NexusIQ classifies requests  
and routes them with

# 97%

**triage accuracy**  
and **90% faster** likely  
**root cause identification.**

**RIGHT EXPERT,  
FIRST TIME**

## MORE CONFIDENT, PROACTIVE USER EXPERIENCE

Users get clearer  
expectation-setting with

# 78%

**faster updates.**

**USERS ALWAYS  
KNOW STATUS**

## OPERATIONAL RESILIENCE AT SCALE

# 17%

**ticket efficiency gains**  
**for engineers**, helping  
you maintain consistency  
as volume grows.

**180 HOURS/MONTH  
SAVED FOR TRIAGE TEAMS**

## THE CHALLENGES

- Ticket intake is noisy and inconsistent ▶ Manual triage becomes a bottleneck.
- Issues get misrouted and bounced ▶ Delaying resolution and frustrating users.
- Users expect transparency ▶ But updates are manual and uneven.
- You want practical AI outcomes ▶ But large-suite implementations are slow and heavy.

## QUESTIONS WE HELP ANSWER

- How do we **reduce ticket noise** and **misrouting** without adding headcount?
- How do we **standardize triage** and **handoffs** so SLAs stay consistent?
- How do we deliver a **more proactive support experience** without ripping out our ticketing system?

# A Modern Operating Layer for Support, Built to Fit Your Environment

**NexusOps** is **NexusTek's** service delivery platform, an integrated set of apps, processes, automation, and intelligence that improves service quality, security, and performance across IT operations.

**NexusIQ** upgrades the service desk workflow with AI-driven triage: **Understand, Triage, Route, Communicate**, and **Learn**, so service becomes faster and more consistent.

**Works with what you already have.** NexusOps is designed as an integration and automation layer, so it can fit into the tools and processes you already use, then standardize what matters without forcing a rebuild.



## CONTROL AND RELIABILITY

You define the rules of engagement: what can be auto-routed, what requires approval, and what stays "suggest only."

Reliability comes from control, visibility, guardrails, and continuous improvement based on real outcomes.

Value is proven with baseline and before/after reporting including triage accuracy, time-to-first action, consistency of updates.

# A TRUSTED IT PARTNER FOR GROWING BUSINESSES

## About NexusTek

Trusted by thousands of businesses, NexusTek specializes in IT services across hybrid cloud, cybersecurity, data and AI, managed IT services, and IT consulting. Our comprehensive, tailored offerings drive performance, enhance security, and foster growth. We leverage the latest technology and strategic partnerships to deliver proactive, innovative solutions that help you Transform the Norm and support your long-term success.

**1,200+**

CUSTOMERS

**100+**

STRATEGIC PARTNERSHIPS

**98%**

SATISFACTION RATING

**~6YR**

AVG CLIENT RELATIONSHIP

## A W A R D - W I N N I N G



9 YEARS  
IN A ROW



8 YEARS  
IN A ROW



7 YEARS  
IN A ROW

Channel Partners.  
**MSP501**  
2025 WINNER



**nexustek**

**MODERNIZE IT SUPPORT WITH**

**automated triage, routing,  
and communications to resolve  
faster, communicate better,  
and scale operations without  
added complexity.**

**Learn more at [nexustek.com](https://nexustek.com)**