nexustek

MANAGED IT SERVICES



The IT Depth You Need.

WITHOUT BUILDING IT IN-HOUSE.

From day-to-day support and cybersecurity to monitoring and managing IT services, NexusTek gives you access to the IT capabilities your business needs through one connected team.

1,400+	**~6 yrs**	**98%**	**10 yrs**
Active customers across the United States, Canada, Mexico, and Europe	Average client relationship	Customer satisfaction	Consecutive years on the CRN MSP 500, Elite 150

THE POSITION GROWING BUSINESSES ARE IN

Same Threats.

A Fraction of the Resources.

Technology is the essential operating system for nearly every part of any organization. Keeping it supported, secure, resilient, and moving forward requires a range of skills, but building that depth entirely in-house can be difficult to justify.

A Strong IT Function Is Multiple Disciplines Working Together

Help desk
Day to day incident resolution and user support

Endpoint management
Patching, device policy, and asset lifecycle

Security operations
Detection, response, monitoring, and access control

Backup and recovery
Administration, verification, and tested restores

Project delivery
Migrations, refreshes, and the roadmap

Strategy
Budget, planning, and risk in board language

You Need These Capabilities, but How Do You Access Them?

Staffing for everything you need isn't always practical or cost-effective. But relying too heavily on one person to cover multiple roles or disciplines can leave a big gap in coverage, specialized expertise, and strategic capacity, including:

- Creating a single point of failure when that person is out of office
- Untracked support or response
- Security tooling without long-term strategy
- Untested backup and recovery

NexusTek brings these capabilities together through one managed relationship, giving you the support and expertise to run IT today, plus the depth to secure it, improve it, and plan for what's next.

The result: More capability without building it out yourself.

WHAT NEXUSTEK DOES

One Team, the Whole Way

With NexusTek Managed IT Services, you gain improved operations, security, and increased visibility into your environment through a single connected team that covers technology, IT expertise, and daily maintenance and management. This continuity keeps priorities moving from plan to execution while staying connected to your business.

The NexusTek Approach

Advise
Assess the environment, build the roadmap, and translate risk into language your board can act on.

Implement
Migrate, refresh, secure, and modernize against that roadmap.

Manage
Run it day to day, report against it, and keep the roadmap current.

Managed Services That Aren't Extras. They're the Foundation.

Choose the level of support that fits your needs; flex with add-on packs to extend deeper into a service.

Core Care
Extend your IT team business-hours support, device management, and environment documentation.

Choose this plan when you need extra support for core IT.

Advanced Care
NexusTek takes primary responsibility for managing and supporting core elements of your IT environment and extends with a foundational layer of security services.

Choose this plan when you want to standardize security services, improve overall business resiliency, and reduce downtime and disruption.

Core Care includes business-hours live service desk (weekdays 5 A.M. – 7 P.M. Mountain), endpoint and device management (monitoring and patching), firewall monitoring and patching for up to three standalone (non-HA) firewalls, ticketing and environment documentation, and response Service Level Objectives (SLOs).

Advanced Care includes everything in Core Care, plus:

- Endpoint detection and response (EDR) on every device
- Email security
- DNS and web protection
- Security awareness training
- Multi-factor authentication (MFA) baseline for all users
- Backup support for customer-owned solution*
- End-user network support
- Four-hour business response objective for routine issues
- Two incident response hours per month

Add-On Packs
These standardized packs allow you to extend IT services where you need more support.
24x7 Help Desk: Around-the-clock live help desk. | **Field Services:** Onsite labor in 10, 20, or 40 hour blocks.

* Talk to a NexusTek rep for the list of support products

WHY COMPANIES STAY

The Difference Shows Up in the Relationship and the Results

Performance you can see
Service expectations are defined, measured, and reported so you see what's happening, not what you were promised.

Accountability that continues
Quarterly reviews keep performance, priorities, and next steps visible to stay on track.

Relationships built to last
NexusTek clients stay with us for an average of 6 years. That's a track record that reflects our values of continuity and trust.

Proof in Practice

A Produce Grower with No IT Staff
A produce grower and distributor operating across Canada and more than 20 US states, with seed labs, fields, packing plants, and offices all needing secure access, and nobody on staff running IT. NexusTek became the IT department: cloud, virtual desktops, Microsoft 365, help desk, and security.

From no internal IT to a 10-year relationship.

A Company with a Provider and Continued Outages
A national family-owned commercial roofing company was dealing with slow response, unpredictable billing, and cloud outages that stopped payroll and vendor payments. NexusTek rebuilt the foundation, replaced reactive support with proactive management, and added a vCIO* they could count on.

Outages that stopped payroll. Now 99.9% uptime.

Four Practical Next Steps, Wherever You Are Today

1. **Provider scorecard:** See how your current provider stacks up. Score across eight categories, and keep it to use with anyone, including us.
2. **Security and IT assessment:** Get a clear picture of where you stand. A documented baseline and prioritized gap list, with no commitment. The findings are yours to keep.
3. **Discovery call:** Talk through the environment with a technology leader. It's a working conversation about your priorities, challenges, and questions. Bring your scorecard.
4. **Roadmap conversation:** See what moving forward could look like. Planning is the start of the relationship, not a separate engagement.

Start with what you know. NexusTek will help you map what comes next.

Download the MSP Scorecard
Request an Assessment

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*vCIO is a separate NexusTek offering. Client names withheld. Reference calls available on request.