

CONSTRUCTION CASE STUDY

Restoring Reliability and Trust in IT for a National Commercial Roofer



This national commercial roofer was hamstrung by aging IT infrastructure and limited support from its previous managed service provider (MSP). Unpredictable cloud outages and slow response times left employees waiting to access critical systems—delaying payroll, vendor payments, and project schedules. Facing ongoing disruption and productivity loss, the company brought NexusTek onboard as a more experienced IT partner.

Rebuilding IT from the ground up

Following a formal RFP process and strong business referrals, the company selected NexusTek as its IT partner. The engagement began with a Cloud Readiness Assessment led by NexusTek's Virtual CIO (vCIO), followed by a full migration to the NexusTek Cloud—its fully managed private cloud offering—supported by Datto backup solutions to ensure data protection throughout the move.

The IT overhaul also included new firewalls, rebuilt servers, and updated hardware to replace aging workstations. Microsoft 365 was deployed to over 500 employees, and Datto units were installed across physical sites for automated backups. To maintain continuity, the company enrolled in NexusTek's Complete IT Services plan—adding a full-time onsite engineer and a 24/7 help desk support. Ongoing vCIO services were also brought on board to provide strategic guidance and align technology with evolving business goals.

Regaining confidence with proactive, reliable IT

With systems stabilized, the company now benefits from 99.9% uptime—ensuring that payroll, vendor payments, and project schedules stay on track without disruption. Employees can rely on consistent system access, while proactive infrastructure monitoring identified issues like end-of-life firewalls before they became risks.

Support tickets have declined thanks to stronger systems and faster response. Employees receive timely assistance via the 24/7 help desk or their dedicated onsite engineer. At the leadership level, vCIO services have shifted IT from reactive to proactive, helping align technology investments with business goals. NexusTek also addressed vendor lock-in concerns by transitioning hosting to Microsoft Azure, delivering greater transparency, predictable billing, and full licensing support. With a stable, modern IT foundation, the company is positioned to grow with confidence.

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

■ Challenges

- Unreliable cloud performance from previous MSP
- Repeated outages and operational delays
- Slow support response and aging infrastructure
- Limited cybersecurity and unpredictable billing

■ Services

- Complete IT Services, vCIO
- Strategic and Planning Services

■ Outcomes

- Achieved 99.9% uptime for business-critical systems
- Reduced IT downtime and support tickets
- Strengthened cybersecurity and data backup
- Gained proactive IT strategy and full-time support coverage

■ About the customer

- An 800+ employee, U.S. family-owned commercial roofing company offering certified roofing services—including installation, replacement, and maintenance