

EDUCATION CASE STUDY

Reliable Infrastructure Management for a Fully Online Public University

As a fully online state university serving adult learners, the institution needed to ensure reliable, around-the-clock access to digital classrooms and instructional resources. With a small internal IT team dedicated to academic delivery and innovation, the university sought a managed service provider (MSP) to be a true technology partner capable of maintaining infrastructure, proactively identifying issues, and helping ensure consistent, 24/7 access to learning environments.

Modernizing IT operations for online learning

To maintain consistent system reliability, NexusTek created a tailored infrastructure co-management plan aligned with the university's specific needs. Leveraging Fortinet technology, NexusTek implemented continuous network and server monitoring, assumed responsibility for patching and updates, and developed a disaster recovery plan with clear protocols for outages, natural disasters, or cyberattacks. Around-the-clock monitoring and timely patching were implemented to reduce downtime and cybersecurity risk, safeguarding sensitive data while supporting the high-uptime environment essential to online learning.

A dedicated Service Delivery Manager (SDM) was assigned to lead regular meetings with IT leadership—establishing a cadence to review system performance, address emerging needs, and support long-term planning. These touchpoints were designed to improve visibility into infrastructure health, enable proactive decision-making, and guide future upgrades. Through this partnership model, the university could remain focused on its mission while NexusTek laid the groundwork for secure, stable access to its digital learning environments.

Learning excellence without disruption

With NexusTek managing day-to-day IT operations, students have uninterrupted access to their online platforms—used to attend classes, watch recordings, collaborate with peers, submit assignments, and take exams. NexusTek's proactive approach ensures that the infrastructure runs smoothly behind the scenes, enabling a seamless learning experience regardless of students' schedules or locations.

By offloading infrastructure management to NexusTek, the university's internal IT team can focus on strategic initiatives rather than routine maintenance or crisis response. This dependable support model creates a secure foundation for delivering high-quality, flexible education and reinforces the university's commitment to student success in a fully online environment.

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



■ Challenges

- Supporting reliable, 24/7 access for online learners
- Freeing internal IT to focus on strategic priorities
- Mitigating cybersecurity risks and downtime
- Preparing for infrastructure-impacting disasters

■ Services

- Managed IT Services

■ Outcomes

- Enabled reliable access to instruction and resources
- Refocused internal IT on strategic initiatives
- Reduced downtime and improved system security
- Strengthened long-term infrastructure planning

■ About the customer

- A 600+ employee online university, offering fully accredited degree programs as part of an esteemed state university system