

NexusTek helped this customer move from a break-fix model to proactive IT management, by providing holistic, outsourced IT services ranging from disaster recovery to cybersecurity to strategic consulting.

Overview

Location: Southern U.S.

Company Size: 200+ Employees

Type: Privately Held

Industry: Commercial Construction

Customer Profile:

This customer is an electrical contractor that specializes in commercial construction projects and healthcare facilities. The family-owned business was opened in the 1940s and has continued to be family-operated over the years.

Solution Benefits:

- Protects against data loss due to disasters
- Minimizes system downtime
- Improves security of sensitive data
- Protects endpoints against cyberattacks
- Keeps customer informed on IT status
- Informs customer on IT best practices

Business Need

Like many small and medium-sized businesses, the customer does not maintain an in-house IT team and instead relies on fully outsourced IT management. Prior to partnering with NexusTek, the customer was working with a managed service provider (MSP), but they were looking for a higher level of service than they had been receiving.

Specifically, they needed an MSP who could provide a range of services and solutions to cover everything from cybersecurity to day-to-day help desk. They were seeking an MSP that responded quickly to their IT service issues and who took a proactive rather than reactive approach in managing their infrastructure. Without IT leadership on staff, the company needed an MSP who could assist them with IT strategy and risk management. Finally, located in a flood-prone region, the customer needed protection against downtime and data loss that can result from catastrophic weather events and flooding.

Solution

NexusTek's engineers implemented a multi-pronged IT services program to support the customer's holistic IT needs. To protect against downtime and data loss, NexusTek deployed a Disaster Recovery-as-a-Service (DRaaS) solution, leveraging Datto technology. To support network and data security, a DNS filtering solution was implemented, drawing upon Cisco Umbrella technology. Augmenting the customer's new security solution, NexusTek deployed endpoint protection and email protection technologies.

To provide the customer with proactive IT management to keep their systems running smoothly and predictably, NexusTek began providing onsite, dedicated engineer services for 4 hours each month. Proactive patching services ensure that any software patches and updates are installed in a timely manner, to keep their systems secure and functioning optimally. In addition, a Virtual CIO (vCIO) provides executive technology leadership and consulting services for 4 hours each month, supporting the customer with areas such as best IT practices, standardization, and documentation.

Results

By implementing the Datto backup solution, the customer has significantly reduced their risk of losing vital business data such as electrical project specifications, invoice and billing information, and customer information. Although any business may be subject to data loss or destruction for any of a number of reasons, exposure to hurricanes and flooding in their region poses particular challenges for this customer. Storing backups that are separate from their main IT network is an important protection against disaster-related data loss. It is also an important safeguard against ransomware attacks, as cyber threat actors typically seek out and encrypt backups before delivering the ransom note to their victim.

Maintaining a separate set of backups keeps attackers from encrypting or destroying them, and it provides an extra layer of protection against data loss should a disaster strike. Hurricanes and related flooding may destroy data or make it temporarily inaccessible. If the customer is not able to access customer electric project information, this impacts their revenue stream and downgrades customer service. Having reliable access to their data and being able to restore temporarily lost data helps the customer to stay on track with service delivery, even when the weather doesn't cooperate.

In addition to maintaining cyber resilience by protecting against downtime and data loss, NexusTek has also strengthened the customer's cybersecurity by protecting against cyberattacks. The DNS filtering solution helps to identify potentially malicious websites that might expose the customer's network to malware, and endpoint protection monitors for malicious software that might be introduced to their network via endpoints like mobile devices, laptops, tablets, and routers. This multi-layered protection allows electricians to securely access their network from multiple devices from both field locations and their office.

NexusTek's proactive services support the customer in multiple ways. With proactive patch management services, NexusTek's engineers identify and install any applicable software patches or updates in a timely manner. This frees the customer's staff of a tedious but important security procedure, making sure any vulnerabilities that threat actors could exploit are addressed quickly. Similarly, NexusTek's dedicated onsite engineer service helps the customer to stay on top of any issues, updates, or upgrades that are important for keeping IT systems running smoothly and reliably.

Finally, the customer's leadership team is augmented by a NexusTek vCIO. As the customer does not maintain an in-house IT team, they rely on NexusTek's vCIO to help them to identify and understand emerging IT issues or opportunities, and also to stay abreast of the ever-changing world of business technology. Because NexusTek's vCIOs possess both technology and business expertise, they can provide executive-level leadership to the customer on IT choices that will better position them to achieve their business goals.

Guided by their NexusTek vCIO, the customer has elected to enact IT initiatives that they may not have otherwise identified as high priorities. For example, they were in need of a server refresh to maintain optimal levels of productivity and security, which NexusTek assisted them to recognize and then implement. NexusTek also assisted the company to modernize by adopting Microsoft 365, which involved migrating all email accounts over to M365. With NexusTek as their IT partner, the customer has the support they need to keep their infrastructure running smoothly today, plus the technology expertise to plan strategically for the future.

This case study was prepared with the customer's full knowledge and involvement. To respect the customer's privacy, we have omitted their name, logo, and any other identifying information.