

NexusTek has grown into a trusted IT partner for this customer, meeting a whole spectrum of IT needs that range from hardware procurement to cloud migration to data protection and security solutions.

### Overview

**Location:** Western U.S.

**Company Size:** 750+ Employees

**Type:** Privately Held

**Industry:** Wholesale Distribution

### Customer Profile:

The customer is a top wholesale distributor of plumbing supplies with over 30 locations across the U.S. They have established a strong competitive advantage by offering an extensive selection of plumbing supplies coupled with guaranteed speed of service.

### Solution Benefits:

- Minimizes system downtime
- Creates reliable access to apps and data
- Improves security of sensitive data
- Facilitates constant email access
- Keeps hardware updated and secure
- Reduces demands on in-house IT team

### Business Need

This business has been a NexusTek customer for over 10 years, and the relationship began when the company needed to upgrade an IBM processor. Based on their positive experience from this first project, the customer continued to seek services from NexusTek as their IT-related business needs arose over the years.

The customer maintains a small internal IT team, and they rely on NexusTek on an ongoing basis for their IT services needs. For example, when their on-premises hardware needs to be refreshed or they need support with cloud migration projects or cybersecurity, they call on NexusTek engineers.

In addition to routine IT services and support, the customer has called on NexusTek for assistance with disaster-related IT concerns. Specifically, their main data center was subject to local conditions such as earthquakes and wildfires, which resulted in intermittent power outages. The customer needed a new solution that created superior business continuity and kept data secure.

### Solution

During their 10+ years of partnership, NexusTek has supported the customer with numerous IT solutions and services to meet the needs of this growing company. NexusTek has supported the customer to procure and maintain on-premises servers and storage, providing infrastructure monitoring services. NexusTek has assisted the customer to procure and deploy laptops to support a remote workforce during the pandemic, also providing on-site services such as deployment of a wireless solution for a 4,000-square-foot distribution center.

The customer has also chosen to partner with NexusTek for its cybersecurity needs. Their custom cybersecurity solution includes email protection leveraging Barracuda technology, multifactor authentication using a Citrix solution, and a web security solution powered by Cisco technology.

### Solution Continued

As have many small and medium-sized businesses, the customer has moved an increasing number of its workloads to the cloud over the last decade. This included migrating from an on-premises email solution to Azure-hosted Microsoft 365 accounts for their 750 employees.

Another major cloud migration project NexusTek assisted the customer with was the migration of workloads hosted in a local data center to the Switch data center in Las Vegas. As noted previously, environmental conditions caused intermittent power outages at their local data center, which was a major hub that supported the functioning of several of their locations. The disaster conditions themselves—as well as the local utility company's preventive power shutdowns—introduced a level of operational uncertainty that the customer could not tolerate.

To resolve this issue, the customer chose to enlist NexusTek's assistance to relocate this entire data center to a more stable location. To fortify their business continuity even further, NexusTek deployed a disaster recovery solution that leverages Veeam technology.

### Results

From NexusTek's initial assistance to the customer to update an IBM processor over 10 years ago, a thriving partnership has grown, giving the customer a trusted single source of IT hardware, software, support services, and expert consultation. On a day-to-day basis, NexusTek's support to the customer allows their small internal IT team to focus on IT initiatives that make the most valuable use of their time, knowing that vital functions like infrastructure monitoring are handled by NexusTek.

Having a trusted managed services partner also means having expert engineers at the ready should an urgent need or major project arise. A prime example of this is the company's decision to migrate all employee email accounts from on-premises storage to a cloud-hosted environment. As a Microsoft partner, NexusTek was perfectly positioned to coordinate and deploy 750 new Microsoft 365 user accounts, hosted in Microsoft's Azure public cloud. Not only does this allow employees constant, anywhere access to their email accounts, but it also opens up storage space in their on-premises environments for business-critical or legacy workloads.

Another great example of an urgent IT issue is the intermittent downtime issues the company was experiencing with its local data center. Relocating a full data center that runs mission-critical workloads is a massive undertaking that requires careful planning and execution to complete effectively. The customer knew that they could turn to NexusTek for this challenging project, which resulted in the company putting an end to the pattern of business-disrupting downtime that the recurrent power outages caused.

On top of this, NexusTek's assistance with Disaster-Recovery-as-a-Service creates an additional layer of resilience. By implementing the Veeam backup solution, the customer has significantly reduced their risk of losing vital business data such as item inventories, invoice and billing information, and customer information. This solution stores data backups separately from the company's main network, which also keeps cyberattackers from encrypting or destroying their backups.

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, email protection monitors for potentially malicious emails, and multifactor authentication strengthens their network against unauthorized logins. This multi-layered protection allows the customer employees and leaders to securely access their network from multiple devices from both field locations and their office.

*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.*