

# NexEssential

We call it NexEssential services because it combines Nexus Information Systems quality care and expertise with your essential IT needs. But our clients call it *peace of mind*.



## NexEssential Suite



*NexDR*



*NexProtect*



*NexPrint*



*NexInnovate*



*NexSupport*



*NexDepot*

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## Our Service Foundations

We believe that it is essential to have a proactive approach to maintaining and innovating your IT environment in order to efficiently access and manage your information. Our professionals have the focus, experience, and perspective to help you meet the challenges of your ever-changing IT infrastructure with industry leading resources found exclusively at Nexus Information Systems.

### ▶ Network Operations Center (NOC)

The NOC is your 24/7 resource for network monitoring and administration, help desk support, and proactive IT management of your servers, network infrastructure, and workstations. The NOC is biometrically secured and accessed only by authorized engineers to support your IT needs.

### ▶ Proof of Concept on Wheels (POC's)

It is essential that solutions provide the advertised ROI and that's why Nexus Information Systems uses three different mobile Proof of Concept racks to test solutions in your own environment to validate the expected results.

### ▶ Engineering and Project Management

Expertise, experience, planning, and management are crucial to the success of any IT implementation. After assessing and evaluating your current IT environment, we can design a plan for your needs while leveraging your current infrastructure. Our solutions provide you with accountability and a timeframe you desire.

### ▶ Assessments

Assessments provide an understanding of the people, processes, and technology of your IT systems in order for us to design a solution efficiently and cost-effectively. Our team will locate vulnerabilities, diagnose your critical pains, and recommend solutions to truly align IT systems with your strategic business objectives. This allows your company to focus its energies on what it does best!

# NexDepot

NexDepot is our collection of traditional IT services. Whether you're looking to image 500 PC's, hot spare a mission critical server, or just replace a bad motherboard our service department handles a wide variety of IT assets, with multi-vendor support capabilities combined with warranty and non-warranty service in an on-site and/or dispatched environment.

## Your Local 24/7 IT Depot:

### ▶ **Logistics & Distribution:**

At Nexus we believe there is room for improvement in all facets of a company's infrastructure, whether it has to do with product procurement, imaging and installation or high-end network design. From the moment we engage a customer we are reviewing process, ours and theirs, and looking for ways to increase efficiencies and create a greater return on investment for our clients.

### ▶ **Configuration Services:**

Decreased setup and training time, backup protection from potential data loss, asset tagging and inventory control, asset tracking forms, warranty tags, locking and security devices, special packaging requirements, and continuous evaluation of the deliverable.

### ▶ **IMAC (Install, Move, Add, Change):**

Clients outsource IMAC to obtain customized, flexible services that are clearly defined, tailored, and communicated. A planned upgrade method involves ongoing, scheduled investments in new technology and talent.

### ▶ **Hardware Break-Fix:**

We service desktop, laptops, servers, printers, MFP's, routers, or switches which can be supported by our multi-vendor capabilities, combined with warranty and non-warranty solutions, allow clients to work with a single vendor for all their needs with 30 locally based Field Engineers.

### ▶ **Staff Augmentation:**

By augmenting your internal IT support with support services from Nexus, you'll gain certified and trained technical support staff ready to supplement your company's IT needs.

### ▶ **Hot Spare Cage:**

We carry an assortment of hardware at the ready to replace any of your mission critical systems with a 4 hour turn around time.

### ▶ **Data Center or IT Infrastructure Moves/Relocations:**

It's critical to follow a detailed and unified roadmap to ensure no problems arise in a move or relocation of your IT infrastructure. From initial planning, project management to communicating and executing on the plan; Nexus provides a comprehensive plan, the technical skills, and best practices required to achieve a successful, incident-free move.

## Solution Features

- ▶ Configuration & Imaging
- ▶ Staff Augmentation
- ▶ Logistics & Distribution
- ▶ IMAC
- ▶ Hot Spares
- ▶ Break/Fix
- ▶ Warehouse
- ▶ Delivery



## The NexDepot Advantage

### Resources

- ▶ 30+ Hardware Technicians
- ▶ 9 Systems Engineers
- ▶ 24/7 On-call Dispatch
- ▶ 3,500 sq.ft. Configuration Center
- ▶ 10,000 sq.ft. Warehouse
- ▶ Full Hot Spare Cage
- ▶ 2 private delivery trucks

## Knowledge & Experience

Since 1987:

- ▶ Establish and meet goals
- ▶ Proven processes & methodology
- ▶ Commitment to constant and never ending improvement
- ▶ Trained and certified staff

## Expertise

- ▶ #1 in Computer Repair by the Twin Cities Bizjournal
- ▶ Over 25 Service Authorizations including:
  - ✓ HP
  - ✓ Cisco
  - ✓ Juniper
  - ✓ Lexmark
  - ✓ Fujitsu
  - ✓ Lenovo
  - ✓ Dell
  - ✓ EMC
  - ✓ NetApp
  - ✓ IBM