

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!

NexSupport

We offer a unique managed service solution which provides complete service protection and proactive monitoring of all key functions with your network, servers and workstations. Our managed service tools and professional technical staff can supplement your IT staff, which enables them to be more productive for your organization. NexSupport is designed to enhance network performance, lower your IT expenditures, and is scaleable for any size company.

- ▶ Lower costs while providing easy access to technical/hardware support
- ▶ 24x7 network systems and device monitoring including Help Desk
- ▶ Day-to-day network operations are managed - allowing you to focus on your core business
- ▶ Your trusted advisor on networks, systems, security, storage, backup, and disaster recovery for today's and tomorrow's technology

Burdensome Challenges

The majority of your company's business relies on your IT infrastructure operating without problem, which is why meeting your IT support needs is a challenge that is growing due to the complexity, emerging risks, and unexpected maintenance issues of your IT infrastructure.

A Virtual Solution For A Real Problem

By proactively monitoring devices and performance in our Network operations Center (NOC), our engineers can identify and correct issues on your network, servers, and desktops before they create downtime. We can do this by our:

Remote Management Services

Remote Desktop Services

- ▶ We can support a distributed workforce through remotely supporting desktop or laptops.
- ▶ Help desk access via phone and remote access to troubleshoot issues with our remote desktop tools for immediate problem resolution.

Remote Server Support

- ▶ Maximize server uptime by fixing issues before you get affected, reducing fixed/operating costs and providing measured assistance for daily operations.
- ▶ Ensures proper functioning of your antivirus programs, backups, and firewall devices.

Remote Network Monitoring

- ▶ Engineers anticipate and quickly resolve network issues before major conflicts arise.
- ▶ Realtime data gives us the health status of your servers, workstations, routers, firewalls, network devices, and applications.
- ▶ Instant notification of warnings and critical system states or network outages.

Solution Features

- ▶ Proactive Monitoring
- ▶ Audit and Discovery
- ▶ Spam Protection Mgmt.
- ▶ Virus Protection Mgmt.
- ▶ Remote Support
- ▶ Network Policy
- ▶ Patch Management
- ▶ NOC

The NexSupport Advantage

Cost Savings

- ▶ Prevent downtime
- ▶ Augment or Reduce overhead
- ▶ Easy flat accounting

Simplification

- ▶ Help Desk
- ▶ Monthly reports
- ▶ Web-based customer portal
- ▶ No additional processes

Proactive Management

- ▶ Rapid Response
- ▶ Automate
 - ▶ Repair
 - ▶ Patch
 - ▶ Security
 - ▶ Compliance
 - ▶ User issues

NOC

- ▶ Local certified staff
- ▶ Streams live data
- ▶ Redundant Power
- ▶ Tracks global virus outbreaks
- ▶ Rapid response
- ▶ No bandwidth limitations
- ▶ Biometrically secure

