

NexusTek provided the customer reliable, proactive managed IT and cybersecurity services so they could focus on running their heavy industrial construction business without worrying about their IT infrastructure's health and security.

Overview

Location: U.S. Mountain West Region

Company Size: 100+ employees

Type: Privately Held

Industry: Steel Manufacturing & Construction

Customer Profile:

The customer builds heavy industrial infrastructure for organizations across the U.S., specializing in steel manufactured products, industrial use tanks, bins, silos, and smokestacks.

Solution Benefits:

- Provided reliable, around-the-clock help desk support to keep employees productive
- Improved infrastructure quality and security through proactive monitoring and maintenance
- Enabled employee communication and collaboration from any location with Microsoft 365
- Strengthened security posture with 24/7/365 proactive monitoring and email filtering
- As-needed strategic consulting and IT projects to build new or update existing infrastructure

Business Need

This customer needed a managed services partner it could count on to handle its proactive and reactive IT support needs. The company was facing challenges with its previous managed service provider (MSP), however, who operated in a largely reactive mode that was starting to create concerns among the customer's leadership. Routine but important tasks like updating software and hardware before it hit end-of-life (EOL) were delayed or overlooked, jeopardizing the company's security. Communication between the customer and their MSP was tense and strained, which only exacerbated their concerns.

Like many small to medium-sized businesses, the customer wanted to focus on their own areas of expertise in construction and manufacturing, outsourcing the management and security of their IT infrastructure to an MSP they could trust. They needed reliable, proactive service to maintain their hardware and software, to manage their cybersecurity program, to manage their disaster recovery infrastructure, and to handle new IT projects as needed.

Solution

To begin the partnership with the customer, NexusTek needed to support the company as they concluded their relationship with their previous MSP. As the contract termination had grown contentious, NexusTek supported the customer with a lockout project, which enforced the boundary the company had set with their prior MSP by blocking further access to their network.

Now able to move forward, NexusTek deployed Microsoft 365 for the customer's employees, to meet their communication and collaboration needs. To address the company's IT support needs, NexusTek's Remote IT Services plan was implemented. To cover the customer's cybersecurity and disaster recovery needs, NexusTek implemented the Essential Cybersecurity plan along with a Veeam backup and disaster recovery solution.

Results

With NexusTek's Remote IT Services plan in place, the customer had the combination of proactive monitoring and reactive support it had been seeking. When their employees need assistance with devices or applications, they can reach out 24 hours a day to receive support from NexusTek's help desk. NexusTek's routine application and operating system patch management ensures that their software is always patched and updated proactively.

NexusTek's proactive infrastructure monitoring has helped the company identify a number of infrastructure issues that needed attention, which had been previously overlooked. Unbeknownst to the customer's leadership, their infrastructure included multiple security vulnerabilities due to outdated assets. This included items such as servers and switches that were EOL, and firewalls that needed to be updated. Having access to technology consulting that takes a proactive rather than reactive approach has empowered the customer to identify and fix issues before they result in major problems such as security breaches or downtime.

To support the customer's employees to stay productive, Microsoft 365 was deployed. As a company with offices spanning three states, the customer relies upon communication and collaboration applications to stay connected and coordinated. With access to chat, video or audio calls, email, and file sharing, the customer's employees can always access the information they need to do their jobs.

NexusTek's proactive approach has also benefited the customer with regard to cybersecurity. The construction industry is a hot target for threat actors, and the company's intellectual property and customer data need to be securely protected. With NexusTek's Essential Cybersecurity plan, the company now has 24/7/365 endpoint monitoring with immediate alerts if threats are detected. With email protection deployed, the customer contains the risk of phishing, which is the most common attack vector for ransomware attackers. An annual security review ensures that the customer stays informed on the state of their security posture.

Finally, the customer has been able to call upon NexusTek for additional projects as needed and receive timely assistance. For example, in a newly constructed warehouse, NexusTek's engineer has provided both strategic consulting as well as installation of networking cables and switches, as well as a new host and wireless for the site. With NexusTek as their technology partner, the customer has access to the expertise they need to both maintain their current infrastructure and plan strategically for changes in the future.