

NexusTek helped this customer create an IT infrastructure they could count on for business-critical functions, to protect their assets with a multi-layered cybersecurity strategy, and to give their employees the timely support they need to keep their IT systems running reliably.

Overview

Location: Southwestern U.S.

Company Size: 800+ employees

Type: Privately Held

Industry: Commercial Roofing

Customer Profile:

This customer is a family-owned and operated commercial roofing business that provides nationwide roofing services including new construction, replacement, and maintenance, with expertise in all roofing types.

Solution Benefits:

- Increased reliability of cloud-hosted applications and data.
- Implemented proactive IT monitoring with full-time dedicated engineer.
- Reduced number of support tickets submitted by employees.
- Strengthened cybersecurity and data backup.
- Improved productivity with 24/7/365 help desk.
- With vCIO, IT strategy is kept current and aligned with business goals.

Business Need

Starting as a small, local operation 70 years ago, this customer expanded over the decades to nationwide status, boasting certification with every major roofing provider and expertise with all roofing types. Despite this success, the company found itself struggling at times to carry out essential business functions, such as paying roofing supply vendors in a timely manner, completing employee payroll on time, and executing customer roofing jobs on agreed-upon timelines.

These issues were not the fault of this customer, however, but the result of unreliable service from their previous managed service provider (MSP). The company hosted critical systems within their MSP's cloud environment, which was subject to intermittent downtime that would leave their employees unable to complete their day-to-day tasks. Exacerbating these difficulties, their MSP was often slow to respond to requests for technical support.

With key business applications and databases down, the company's employees had no choice but to wait for assistance from their MSP before they could resume their work. Hence, the company experienced the financial and reputational costs of downtime, as employees remained on the clock while unable to work, roofing supply vendors waited for payments, employees waited for paychecks, and customers waited for their roofing projects to proceed as promised.

Solution

In 2021, the company was purchased by a private equity firm, and finding a new MSP was high on their list of initiatives to strengthen the company's future operations and performance. Through an RFP process and being highly recommended from their business network, the company selected NexusTek as its new technology partner. Following an onboarding process, NexusTek's Virtual CIO (vCIO) completed a Cloud Readiness assessment to determine the optimal process for migrating the company's data from its current cloud environment to a NexusTek environment.

Solution Continued

To begin the migration, NexusTek ensured that all of the customer's data was backed up using a Datto solution. With all data securely backed up, NexusTek engineers initiated the migration of data to the NexusTek Cloud. This careful migration included testing and retesting, to verify that all data had been successfully migrated to the NexusTek Cloud. Despite the complexity of the migration, the process did not impact the company's employee or customer experience.

With their data securely relocated, the company then added cybersecurity and data backups, which had been lacking with their previous MSP. The company chose NexusTek's Standard Cybersecurity plan, and NexusTek also rebuilt their servers and installed new firewalls at their physical offices to increase security. Furthermore, six Datto units were located at physical offices to facilitate regular data backups.

To cap off the IT infrastructure refurbishment, NexusTek replaced the customer's aging computers with up-to-date equipment, and Microsoft 365 was deployed and made available to approximately 500 employees. To keep their IT systems running smoothly into the future, the company opted for NexusTek's Complete IT Services plan, with a dedicated onsite engineer on a full-time basis. Finally, the company augmented its technology leadership team by adding 40 hours per month of NexusTek's vCIO services.

Results

The company is now empowered to complete their business functions on a routine schedule, as their critical applications and data are reliably available when needed. With NexusTek Cloud's 99.9% uptime, employees no longer face unpredictable service outages that prevent them from completing essential tasks like compensating employees, paying roofing supply vendors, or managing customer roofing project schedules. This improved reliability provides security to employees, maintains trust with vendors, and strengthens the company's professional reputation within the commercial roofing market.

Due to NexusTek's proactive monitoring of their IT infrastructure, this customer is no longer forced to contend with unanticipated technology challenges. For example, the company was using firewall technology that was scheduled to go "end-of-life" (i.e., no longer supported by the vendor), which could create security vulnerabilities if left unaddressed. However, NexusTek's proactive infrastructure health monitoring caught this issue, allowing the company to replace the firewall before the existing one became obsolete.

Results Continued

The company also now benefits from a cybersecurity plan that includes employee awareness training, endpoint and email security, malicious website protection, and incident response and remediation. Through this multi-layered security regimen, the company protects sensitive data from theft or misuse, shielding its employees, roofing supply vendors, and commercial roofing customers from cybercriminals. Adding another layer of protection, data backups ensure that this precious data is never lost, even in worst-case scenarios like natural disasters or ransomware attacks.

In addition, NexusTek's proactive monitoring and reliable cloud solutions have resulted in a decrease in the number of support tickets the customer's employees must submit. However, when technology issues do arise, their employees are now able to obtain swift support from a NexusTek engineer. With a dedicated onsite engineer 40 hours per week, and a managed help desk available 24/7/365, their employees can obtain timely technical support when they need it, allowing them to stay productive.

At the strategic level, the company's partnership with NexusTek has allowed the company to switch from a reactive IT paradigm to a proactive one. With a NexusTek vCIO as a part of their team, the company has the technology leadership they need to stay abreast of technology developments that may be pertinent to their strategy as a growing commercial roofing provider. Rather than struggling to make technology work for them on a day-to-day basis, the company is now empowered to actively shape its future digital strategy in ways that drive business growth by enhancing experience for its commercial roofing customers.

Although the unreliable functionality of their IT systems and slow service were the central business problems this customer was experiencing with their previous MSP, another challenge they faced was unpredictable billing from one month to the next. In their partnership with NexusTek, they now enjoy a predictable monthly payment. In addition, NexusTek takes care of all technology documentation and licensing on their behalf, another benefit not offered by their previous provider.

Equipped now with reliable and secure IT systems, the customer still had lingering concerns regarding cloud hosting. As they attempted service cancellation and data migration with the previous MSP, they experienced difficulties negotiating access to their data, which was stored in the MSP's cloud environment. This reasonably caused concern about facing a similar situation in the future. Per NexusTek's core values, the customer's concerns were placed first. NexusTek suggested that hosting their data with a large, public provider like Microsoft Azure might be reassuring, and the customer agreed that this was a preferable option.