



Expert Help for all your I.T. needs

Maintaining an IT support function in-house is akin to plate spinning - trying to keep your crucial IT systems running whilst attempting to carry out another non-IT role and/or attempting to schedule IT projects or implement business projects.

NexPro from Nexus Management offers you a helping hand to either complement or replace an existing IT function. Furthermore this is provided at a fixed monthly cost

Highlights of NexPro

Unlimited Support - NexPro provides you with an experienced IT support team that is accessible when you need it to be and is provided at a fixed cost. This means that any number of your staff can contact us for assistance and you will not be charged any extra - This includes telephone, e-mail and remote access support.

Should you need an engineer on site for any reason, we also include an allowance for this in the monthly fee. So now you really can budget in advance for your IT support costs.

Proactive Maintenance - As part of the NexPro service we will perform a complete audit of your IT systems and create a custom report for your and our benefit. The audit provides us with an overall picture of your IT including the status of both Hardware and Software. This information ensures that we can offer you proactive support by having a good understanding of your systems.

Network Monitoring - We will monitor all of your servers and network connectivity remotely on a 24/7/365 basis ensuring that we are immediately aware of any issue either current or imminent.

Extended Support Hours - With an operation on both sides of the Atlantic, Nexus Management is able to offer extended coverage by having engineers in both GMT and EST time zones.

Helpdesk - NexPro also includes our Helpdesk Service to answer all Tier 1 support calls and assist your staff in the typical desktop application issues with no Premium Rate Numbers in sight!

Let us take control

Nexus Management is focussed on providing you with I.T. support service. However we also partner with a number of providers to be able to offer you additional services including:

- ADSL Installation and Provisioning
- Telephone Line installation
- Telephone Systems
- Telephone Billing and Least Cost Routing
- Office Equipment (Fax/Copy/Scan)

Modular Solutions

NexPro is only one element of the complete I.T. solutions capability of Nexus Management. Additional solutions and services are available to reduce both the Capital and Operational costs for your business. This modular approach allows your organisation to outsource its I.T. operations in part or in their entirety - whatever suits your business.

The additional solutions available from Nexus Management ensure that we can either complement and existing I.T. function or completely replace it. Our customers can pick and choose which services they wish to take advantage of.

For example, an organisation can out source their day to day support requirement allowing I.T. staff to focus on meeting the I.T. requirements of their Business Strategy or to focus on outstanding I.T. projects.

We are only here to take over if you want us to! Removing administrative tasks in the form of E-mail and Backup solutions can also maximise your investment in any I.T. Staff - removing the burden of more mundane tasks such as e-mail administration and tape maintenance.

Further information regarding these additional services and how they can benefit your organisation is provided overleaf and in separate datasheets available upon request.

More Solutions from Nexus Management:

NexStore

Forget backup tapes once and for all - let us take complete control of your data backups. All your data is backed up efficiently, securely and without any interaction from you

NexVR

An appliance-based solution that provides cost-effective call recording for Call Centres and Businesses alike. Includes simple call retrieval mechanisms

NexPro

Let us take control of your IT support and maintenance with fixed cost services allowing you to focus on your business.

NexMon

Included in our NexPro service at no extra cost, NexMon provides remote 24/7/365 monitoring of your servers and network.

For further information on any of the products and services available from Nexus Management, please contact us by:

telephone -
0844 562 0487

e-mail -
info@nexusmgmt.co.uk

NexPro Summary:

NexPro provides a foundation for the modular solutions from Nexus Management. Offering fixed cost support and maintenance services to the Small and Medium Enterprise Market.

The NexPro service itself provides:

- Unlimited telephone, e-mail and remote access support
- On-site engineering time included in the monthly cost
- Full "Network Discovery Audit" report free of charge
- Access to highly experienced and industry trained engineers
- Extended support cover to suit your requirements and needs
- Network Monitoring of your IT systems provided on a 24/7/365 basis

Remember, NexPro is one of a number of services available from Nexus Management designed to ensure that we are able to meet your I.T. requirements and to help exceed your expectation of your I.T. systems. Contact us for further information on our services.

