Managed Service Plans

ESSENTIAL
IT SERVICES

NexusTek Essential IT Services provides 24x7x365 proactive monitoring and maintenance of IT systems, delivered by our award-winning U.S. based, certified engineering team. Get the guidance and essential support your business needs to keep your technology running smoothly. With web-based ticketing, tracking, monitoring, reporting, and patching, our Essential IT Services Plan creates the technology foundation you'll need to grow your business.

REMOTE
IT SERVICES

NexusTek Remote IT Services provides clients with a predictable cost model for the combination of our Essential IT Services Plan and Unlimited Remote Help Desk Plan. Have Internal IT already? Our Remote IT Services Plan can also augment your in-house IT staff, allowing them to focus on higher-level IT projects and business goals by turning routine maintenance and help desk support over to us.

DEDICATED
IT SERVICES

NexusTek Dedicated IT Services provides clients with a custom tailored fit by adding a dedicated engineer that adds value by learning the special nuances of your business. Dedicated IT Services delivers scheduled hands-on services coupled with 24x7x365 Essential IT Services. You get everything you need to keep your technology running smoothly, with the personal touch of an engineer dedicated to you.

COMPLETE
IT SERVICES

NexusTek Complete IT Services is our premier offering, combining all three Plans into one! You get the benefit of predictable costs with Remote IT Services, a dedicated engineer with Dedicated IT Services, and, 24x7x365 Essential IT Services, giving you the total coverage a business needs. Take your business to the next level with this complete IT department experience.

Thousands of small and medium-sized businesses depend on NexusTek to manage and optimize their IT and cloud environments for business continuity, productivity, operational efficiency, and cost-effectiveness. With an all-encompassing services portfolio, infrastructure, high-touch personal attention and IT consulting expertise, NexusTek delivers true end-to-end, outsourced IT management to organizations nationwide.

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MANAGED SERVICE PLANS

	ESSENTIAL	REMOTE	DEDICATED	COMPLETE
Proactive Planning, Consulting and Reporting Services				
Onboarding Assessment	✔	✔	✔	✔
Quarterly Business Review with Metrics Analysis and Improvement Recommendations	✔	✔	✔	✔
Runbook Creation and Maintenance	✔	✔	✔	✔
Virtual CIO Services	ADD-ON	ADD-ON	ADD-ON	ADD-ON
24x7x365 Support Services, Local, National and U.S. Based				
Unlimited Live Help Desk	ADD-ON	✔	ADD-ON	✔
Unlimited Emergency On-site Response	ADD-ON	✔	ADD-ON	✔
Third Party Escalation Support	ADD-ON	✔	✔	✔
Scheduled Dedicated Engineer (On-site or Remote)	ADD-ON	ADD-ON	✔	✔
Support for User Adds, Removes and Changes	ADD-ON	✔	✔	✔
Support for User Applications and Hardware	ADD-ON	✔	✔	✔
Support for User Data Restore from Backup	ADD-ON	✔	✔	✔
24x7x365 Patch Management Services				
Managed Windows OS Patching	✔	✔	✔	✔
Managed Microsoft App Patching	✔	✔	✔	✔
Managed 3rd Party Application Patching	✔	✔	✔	✔
24x7x365 Proactive System Monitoring Services, Alerting and Maintenance				
24x7x365 Monitoring, Alerting and Maintenance of Critical Infrastructure Including:	✔	✔	✔	✔
Windows Servers, Physical and Virtual	✔	✔	✔	✔
Desktops, Physical and Virtual	✔	✔	✔	✔
Firewalls, Physical and Virtual	✔	✔	✔	✔
Network Switching, Physical and Virtual	✔	✔	✔	✔
Storage Area Network Hardware	✔	✔	✔	✔
Cloud Application Services (Microsoft 365, Azure, etc)	✔	✔	✔	✔
Server and SaaS Backups	✔	✔	✔	✔
UPS Systems	✔	✔	✔	✔
Office Wireless Network Infrastructure	✔	✔	✔	✔
Inventory and Configuration Management Services (CMDB)				
Managed IT Asset Tracking	✔	✔	✔	✔
Managed Software Licensing and Subscription Tracking	✔	✔	✔	✔
Managed Hardware Warranty Tracking	✔	✔	✔	✔
Managed Domain Name Services	✔	✔	✔	✔
Managed Secure Password Database	✔	✔	✔	✔
Managed Ordering, Shipping, and Receiving Services	✔	✔	✔	✔

✔ = Included in package **ADD-ON** = Usage-based charges may apply

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