

Desktop management and Help Desk services anywhere in the world!

"When Nexus promised that they could install 70 PCs virtually simultaneously we were delighted - but sceptical. Thanks however to their Desktop Management system we were able to witness them "building" our PCs on site, 20 at a time and rolling them straight out to desk tops. Highly impressive." - (May 25th, 2005; from a UK customer)

In the past eighteen months, Nexus Management has orchestrated six moves in three different countries of some 750 Desktops, servers and their infrastructure from one office to another. Mandates included business continuity and thus all moves took place during weekends, so that office staff could leave on Friday, return on Monday, find Networks up and the Desktops functioning the way they should.

In all cases on-the-spot and remote expertise, using Nexus' **PC Lifecycle Management (PCLM)** service, was able to achieve smooth transitions to the new location.

PC down-time in most organizations far exceeds loss of revenue due to Network and/or Server outages. Most of all helpdesk calls are due to some type of failure of the desktop operating system and/or software (*Gartner Group*). PCLCM is the ultimate desktop management system.

When a company has IT problems, productivity is impacted, and there is an associated cost, whether in real dollars or missed opportunity. Maintaining an effective help desk that provides quality IT support within an efficient timeframe, can be an expensive proposition for a business. The alternative, however, can be much more costly in the long term.

The Nexus Desktop Management service provides world class technical support tailored to the specific needs of your company. Our Help Desk serves as a central point of contact for all your IT inquiries, including hardware, software, networks, laptop support and remote network access. Our service represents leading edge technology for automated application and data distribution and can be fully integrated with existing IT infrastructures. Our service features the following capabilities:

- **Speed:** We resolve the majority of calls within minutes.
- **Accountability:** We log all calls into a central database.
- **Software installation and Desktop management** anywhere in the world
- **Proven reduction of IT fix costs** up to 85%!
- **Central management of all PCs** and software assets in the corporate network
- **Automated software distribution:** applications, operating systems and security patches
- **Operating system migration**, based on any scenarios and procedures

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- **Complete disaster recovery** of personal work environments at the push of a button
- **Enterprise-wide inventory** of hardware and software
- **Comprehensive monthly reporting package.**

Why use the Nexus Desktop Management Service

Nexus has supplied IT solutions since 1989. We have developed this service in direct response to the needs of our customers who are faced with a huge increase in both costs and complexity of managing desktop computers. Sources estimate that it costs upwards of \$1,000 a year per desktop in technician's time to provide a comprehensive support service.

If you need help, call Our Help Desk. Our technicians are specialists in wide variety of IT products, and are available 24/7.

The Help Desk can relieve as much as 60% of the workload from on-site IT technicians, who are usually required for more complicated tasks than software support. This ensures maximum time efficiency for all of our clients' employees:

- Tier 1 and 2 desktop and server support with 75% call resolution at this level
- Application and event support
- Dispatching available if unresolved
- Available 24/7 coverage
- All calls logged and ticketed, web portal available for viewing
- Answered as "company", all calls via dedicated 800 numbers

With state-of-the-art technology and its remote PCLM service, Nexus will "build" PCs, install applications and security patches on site, while the Nexus Helpdesk can handle most of the issues involved and act as a conduit for any technical queries and if necessary, pass them on to Nexus engineers.