

Pro-Active Desktop Management and Integrated Support Services Anywhere in the World

For corporations, the cost of desktop acquisition pales in comparison with supporting those systems throughout their lifespan.

In an effort to minimize ongoing costs associated with their IT infrastructure, many businesses have moved to an environment where common components are shared and managed remotely. This greatly reduces the need for on-site support and service calls. Enterprise-management products offer a wide array of services and applications, but are aimed at large corporations and are often too expensive for most small to medium sized businesses.

Through the use of remote diagnostic and monitoring software, Nexus' Support Service can act to resolve potential system failures before they occur.

Nexus' PC Life Cycle Management (PCLCM) service is a cost-effective and efficient desktop management service that allows Nexus to provide world class technical support tailored to the specific needs of your company.

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 **PCLCM**, was able to achieve smooth transitions to the new location.

"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)

PCLCM represents leading edge technology for automated application and data distribution and can be fully integrated with existing IT infrastructures:

- **Software installation and Central Desktop management** anywhere in the world of all PCs and software assets in your corporate network
- **Automated software distribution:** Applications, operating systems and security patches
- **Operating system migration**
- **Disaster recovery**
- **Enterprise-wide inventory** of hardware and software
- **Comprehensive monthly reporting package.**

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The Nexus PC Life Cycle Management Service in combination with our Support Services 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. Our total service package is quite comprehensive and includes **the Nexus Monitoring Service (NMS™)** that allows our staff to visually assess the health of your network, servers and soon, applications through a web interface:

- **Monitoring via NMS**
- **Tier 1 and 2 desktop, server, application and event support**
- **Available 7x24 coverage**
- **All calls logged and ticketed**

With state-of-the-art technology and its remote PCLCM service, Nexus will "build" PCs, install applications and security patches on site. The technicians and engineers of our Support Service will anticipate and correct problems before they become critical.