

## CASE STUDY

# A Nonprofit Mental Health Organization

NexusTek has provided this customer the reliability they sought in a co-managed IT partner, taking on network monitoring, patch management, and software licensing to lighten the load for their internal IT team.



U.S. Mountain  
West Region



300+ employees



Nonprofit



Mental Health  
Organization

## Customer Profile:

This customer is a nonprofit mental health organization that provides counseling, psychiatric care, crisis support, and substance use treatment to communities located throughout the state in which they are located.

## Solution Benefits:



Minimizes system  
downtime



Improves security  
of sensitive data



Keeps customer  
informed on IT status



Creates reliable access  
to apps and data



Ensures software  
licensing stays current



Involves customer in  
proactive planning



*The current team has really done a fine job of staying **on top of things** with the cadence calls. We always know what we're doing, what the next steps are, and when those are due. They've got a very good process to accomplish what we need.*

*— Client's IT Director*

## Business Need

The customer maintains their own internal IT team, but with the multitude of demands placed on their in-house team, they find it preferable to outsource management of a certain portion of their infrastructure to an MSP. While their in-house IT team focuses on application management, help desk support, and specialized projects, they needed an IT partner to co-manage their infrastructure. Specifically, they needed a partner to handle proactive monitoring and management of their network and servers, to complete software patching, and to manage software licensing.

The customer was previously working with another managed services provider (MSP), but they had unmet business needs in this partnership and were seeking a higher level of service from a new MSP. Specifically, they were seeking an MSP who was reliable and responsive, and who was prompt to follow up when the customer needed IT support.

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## Solution

At the center of NexusTek's support to the customer is proactive monitoring and management of their IT network. This includes monitoring for proper functionality and relevant updates of network components on a proactive basis. NexusTek engineers monitor endpoints and servers for the customer, completing patching as needed to keep software up to date. NexusTek also manages software licensing for the customer, making sure they stay up to date and maintain proper documentation.

Along with proactive network monitoring, NexusTek also provides support to the customer's in-house IT team through weekly calls with an assigned Service Delivery Manager (SDM). The weekly calls are two-way discussions, in which both parties share progress, needs, or issues. The NexusTek SDM also discusses any alerts that emerged through proactive network monitoring, giving the customer's team the opportunity to ask questions, weigh options for resolving the issue, and discuss future plans or changes.

## Results

Co-managing their IT infrastructure with NexusTek has benefited the customer in a variety of ways. First and foremost, NexusTek's proactive network monitoring helps the customer to avoid IT system downtime, which can be disruptive of the mental health care and support they provide to clients. In any of its services to clients—routine or crisis—The customer's staff need reliable access to applications, records, and data related to service provision. Having NexusTek as an IT co-management partner ensures that the customer's staff can reliably access the information they need to serve their clients.

NexusTek's proactive network and endpoint monitoring also helps the customer to stay on top of any updates needed. For example, if any hardware components (e.g., switches) are approaching obsolete status, NexusTek engineers will identify this in their proactive monitoring and provide an alert to the customer. Similarly, patch management ensures that operating software is kept up to date, without the customer's IT team having to take time out of their busy schedules to coordinate patching.

Being able to count on NexusTek for proactive monitoring takes a heavy load off the shoulders of the customer's internal IT team. They can focus their time and energy on IT initiatives of their choice, knowing that their network, servers, and endpoints are proactively monitored and managed. In addition to the benefits to productivity through avoiding downtime, this proactive management confers cybersecurity benefits as well. This is because outdated hardware and unpatched systems both create security vulnerabilities. By addressing both hardware and patching, NexusTek supports the customer to avoid security risks in these specific areas.

Finally, the NexusTek SDM's weekly calls help to maintain a healthy co-managed relationship, making sure that NexusTek's activities remain aligned with the customer's priorities. When new needs arise, the weekly calls create a forum for planning future initiatives in which NexusTek's expertise can be beneficial. For example, NexusTek assisted with a project related to firewall high availability, which requires specific competencies to complete. By offering such consultation and engineering support, NexusTek helps to fill any skillset gaps that may exist in the customer's internal IT team, giving them access to well-rounded IT resources to suit their needs.