

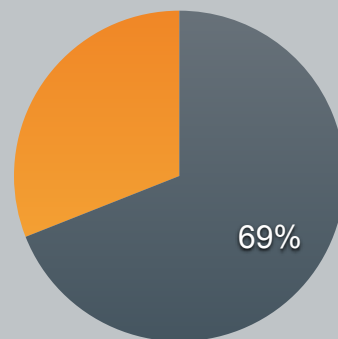
# Managed Services for Contractors

Category	Completed	In Progress	Exc. / In Progress	Exc. / Completed	Total Escalated	Escalation %	AVG Duration	AVG Exc. Duration
Active Directory	79	2	0	7	7	9.00%	0.05	4:16:39
Business	81	3	1	3	4	5.00%	0:19	3:00:53
Customer Portal	25	5	0	0	0	0.00%	0:10	0:00
Email	14	3	0	0	0	0.00%	0:29	0:00
Hardware	249	29	25	159	184	66.00%	0:13	4:20:25
Merchant Acq	155	13	1	38	39	25.00%	0:13	10:25
Microsoft	81	7	5	6	11	13.00%	0:18	09:12
Misdirect	12	0	0	0	0	0.00%	0:02	0:00
Network	88	18	14	59	73	69.00%	0:56	1:20:51
Password Reset	151	2	0	0	0	0.00%	0:05	0:00
RSS	236	5	2	58	60	25.00%	0:12	21:36
Security Request	282	10	4	33	37	13.00%	0:09	1:12:26
Software Apps	163	5	4	33	37	22.00%	0:10	4:06:24
SSC 365 Migration	19	2	0	0	0	0.00%	0:44	0:00
SSC 365 Migration Support	222	12	3	2	5	2.00%	0:25	06:36
WSS	32	0	0	17	17	53.00%	0:09	05:45
<b>TOTAL</b>	<b>1887</b>	<b>116</b>	<b>59</b>	<b>415</b>	<b>474</b>	<b>24.00%</b>	<b>0:16</b>	<b>2:02:40</b>

When you are one of the leading restoration contractors in the Southeast, you don't have time to worry about mobile phones, laptops, and server support. The best contractors require innovation and fluid technology services. With Nexcom, contractors receive end-to-end IT technology infrastructure management. The cost of email or ERP systems going down is huge. Don't let it happen to you. Nexcom customers know they have the best company supporting them.

**69% of construction firms use an outsourced service for IT.**

*Sage Software (2016 Construction Technology Outlook)*



**Nexcom's managed services provides contractors with:**

- Improved employee productivity through faster problem resolution and a more stable network
- Asset management software
- A "high-availability" helpdesk
- More customer support for less money

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