

**Nevsa-CompTech has provided this customer the reliability they sought in managed IT partner, taking on Network Monitoring, patch management, and software licensing.**

## Overview

**Location:** Uganda Kampala  
**Company Size:** 2-6+ employees  
**Type:** Nonprofit  
**Industry:** SOCIAL ENTERPRISE

### Customer Profile:

This customer is Social Enterprise aiming at network for women entrepreneurs in Africa, dedicated to promoting and empowering women in entrepreneurship located throughout the state in which they are located.

### Solution Benefits:

- Minimizes system downtime
- Creates reliable access to apps and data
- Improves security of sensitive data
- Ensures software licensing stays current
- Keeps customer informed on IT status
- Involves customer in proactive planning

## Business Need

This is a small Organization whose aim was looking for a MSP 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. Dissatisfied with their previous MSP, they sought a more reliable and responsive partner to meet their business needs and provide timely IT support.

## Solution

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

Along with proactive network monitoring, Nevsa-CompTech also provides support to the customer 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 Nevsa-CompTech 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 or changes.



## Results

Managing their IT infrastructure with Nevsa-CompTech has benefited the customer in a variety of ways. First and foremost, Nevsa-CompTech'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 Nevsa-CompTech as an IT co-management partner ensures that the customer's staff can reliably access the information they need to serve their clients.

Nevsa-CompTech's proactive network and endpoint monitoring also helps the customer to stay on top of any updates needed. Nevsa-CompTech 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 using intune.

**User Management:** Nevsa-CompTech handles user provisioning, access control, and license management, ensuring that employees have the right tools and permissions to perform their tasks efficiently.

**Security and Compliance:** Nevsa-CompTech Managed services implement robust security measures, including threat detection, data encryption, and compliance management, to protect sensitive information and ensure regulatory adherence<sup>1</sup>.

**Application Support:** Continuous support for Microsoft 365 applications such as Word, Excel, PowerPoint, and Teams, including updates, troubleshooting, and performance optimization.

**Migration Services:** Assistance with migrating data and applications to Microsoft 365, ensuring a smooth transition with minimal disruption to business operations<sup>1</sup>.

**24/7 Monitoring and Support:** Round-the-clock monitoring and support to quickly address any issues and minimize downtime

