

Aligning processes for growth.

An IT Glue case study



Founded: 1996

IT Glue Partner since: 2017

Employees: 182

PSA: ConnectWise

Watch the video here!



NexusTek is a Colorado-based MSP that is focused on growth via acquisition. One of the ways that they seek to derive value from each acquisition is by instilling best practices, proven processes, and the best technology.

Joel Foster is the Senior Engineer in the Integration Department, in charge of bringing about this alignment. “Each of the MSPs that we’ve acquired so far, most of the documentation systems have been very manual, convoluted, hard to find, if they even exist.”

“When we purchase a company, they may not be doing the exact same business model that we do in Denver.”

By focusing on finding a better solution, NexusTek came upon IT Glue. **“The system is very flexible,”** Joel explains. **“We’re able to link across organizations, link vendors in with the clients, and any changes that they make in there are automatically updated in our documentation system.”**

With IT Glue, NexusTek is able to take a newly-acquired MSP’s documentation, no matter what state it’s in, and give it structure and standardization. Senior management gets better visibility, and the techs get better processes and reductions in time waste so that they are able to deliver a higher standard of service.

“It allows us to integrate faster, and support our customers faster and better (after the acquisition),” elaborates Tim Kline, NexusTek’s Senior Director of IT.

Merger and acquisition activity in the MSP space is not expected to slow down any time soon. If you’re growing via acquisitions, IT Glue allows you to extract value from your new companies quickly. If you’re looking to sell, robust documentation and repeatable processes will increase your valuation. Either way, IT Glue is a key component of your MSP’s M&A strategy.

As the industry continues to evolve, you always want to stay on the cutting edge, and IT Glue helps us do that. ”