



☆≡ Company at a Glance

Nexstor

(nexstor.com)

Established in 2004, Nexstor has almost two decades of experience in the design, installation, and management of on-premises server, storage, and backup solutions. Nexstor's vision is to provide organisations with the ability to seamlessly integrate traditional on-site IT systems to a flexible cloud service.

The Nexstor technical team collaborates with clients to best understand the operational challenges they are facing. It can troubleshoot application performance issues, build out a scale-out virtual data centre, or provide an innovative approach to an organisation's IT strategy.

▲ Challenges

- Expanding security in line with growth of own product and services
- Small IT team with limited capacity to tackle security issues 24x7
- Need for greater visibility across onpremises and cloud IT estates
- Customers demand holistic security solutions increasing

Results

- Mitigated threats and issues which were not previously visible
- Faster responses to potential threats, with 24x7 concierge support and advice
- Improved overall security posture for the firm and its clients
- Boosted value of average customer contract
- Able to forecast revenues three years ahead of time

Nexstor Partners With Arctic Wolf® To Boost Security for Itself and Customers

"Our partnership has not only helped us ensure our own infrastructure is water-tight, and made it significantly faster and cheaper to spot and resolve issues, but has become a whole new revenue stream for our business."

- Rob Townsend, Founder and Director, Nexstor

Established in 2004, Nexstor has almost two decades of experience in the design, installation, and management of on-premises infrastructure, private cloud, and disaster recovery solutions. The team collaborates with clients across a wide range of sectors to help seamlessly integrate traditional on-site IT systems with flexible cloud services.

Increased Appetite for Cloud Drives Need for Improved Security

Nexstor observed changes in demand from customers shifting from deploying applications and managing information in on-premises servers to implementing a more agile way to access applications and information without legacy constraints or boundaries, which could be realised by migrating to the cloud. Due to this shift, Nexstor has seen cloud revenues expand ten-fold in the last three years and continues to grow at a rapid rate, producing hundreds of customer workloads and petabytes of data.

As Nexstor's cloud services capability expanded, so too did the need to ensure the security of its own systems and information, as well as that of its customers. Tom Lee, Technical Director at Nexstor, explains, "What we offer our clients has grown exponentially and become a lot more complex. This is fantastic as it's really allowed us to continue being the trusted provider of bespoke hybrid cloud IT solutions to protect critical applications and data for businesses. But, it would mean nothing without us being 100% confident our customers' data, information, and infrastructure is safe and secure. We knew we had to be water-tight as breach attempts have become an everyday part of life for us and our customers."



Finding a Partner That Meets Unique Needs

Lee and his team went out to the market to find a cybersecurity solution provider that could offer them the peace of mind they needed.

"We needed to bolster our internal security capabilities, and I knew from experience that deploying our own SOC was out of the question. It's just so expensive and difficult to find the right talent," explained Lee. "Finding a partner which could meet our unique needs as a multi-tenanted provider and keep scaling with us as we continued to grow was the most sensible option. We did a lot of research, and it became apparent Arctic Wolf was the only provider able to do what we needed."

Arctic Wolf offers a scalable solution that takes a concierge approach, with human-led 24x7 monitoring, detection, and response. This defining feature allows Nexstor to spot and respond to cyber threats — for itself and customers — in real time.

Evolving From a Customer to a Reseller

Now that the partnership is live, the two organisations work hand in hand to ensure Nexstor addresses any security issues or flags them to clients to resolve.

"This kind of work would have taken my team weeks, but with Arctic Wolf, it happens instantly so we can focus on what we're best at."

As the partnership was such a success, Nexstor's customers were starting to enquire about security advice and recommendations. The company felt confident enough to start partnering with Arctic Wolf alongside its other services. "Our experience with the Arctic Wolf solution and team was so fantastic we didn't think twice about signing up to become an official partner, helping our customers take advantage," says Rob Townsend, Director and Founder

of Nexstor. "We've had great feedback from customers who've followed our lead. Arctic Wolf has been a true partner in every sense. Its standards, processes, people, and technology reflect really well on our business."

Benefits of a Comprehensive Solution

"Arctic Wolf is hands down the best solution on the market for companies who are big enough to be attacked by ransomware, but not big enough to protect themselves," Townsend said. "It offers complete security, fantastic support and is at least five-times less expensive than other providers offering a managed SIEM service or tools focused on using Al alone."

"Our partnership has not only helped us ensure our own infrastructure is water-tight, and made it significantly faster and cheaper to spot and resolve issues, but has become a whole new revenue stream for our business," continued Townsend.

"We're now able to have credible conversations about security with our customers and have increased the size of our average contract by 100%. Knowing we can confidently predict this revenue three years ahead of time counts for a lot. It means we can invest more into growing the organisation and planning for the long-term in terms of technical capability. It's been an amazing journey so far, and I can't wait to see where we go next together," Townsend said.



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