NEXUS OPERATIONS

CAPABILITIES STATEMENT

NEXUS

Preparing for a Smarter Tomorrow.

ABOUT US

A majority of business owners imagine that their businesses will solve their problems. Yet few imagine it could become their worst nightmare. Our mission is to help owners rediscover the passion and purpose that inspired them, by guiding them to work on their business, not only in it.

We believe a business is a vehicle for value. Everyone it touches should benefit, and it should give its people work they can take ownership of and feel proud of. The strongest businesses are not built on one or a few carrying everything, but on capable teams using clear systems, with a shared vision and commitment to success.

We help professional service firms build businesses that run smoothly for everyone in them, from the owner to the newest hire. Through change management, modern technology, and team training, we turn day to day chaos into organizational clarity. We aim to be a strategic partner and a professional friend every step of the way.

Our success is measured by yours.

IN THEIR WORDS

"The Nexus team did a great job understanding our problems, developing customized solutions and training us on how to use them so that we can be successful on our own. I have over 20 years of professional experience and working with service providers... **Nexus is definitely in the top 1% of service providers I have ever worked with.** *They are a world class solution provider."*

MANSOOR PANAWALA
BOARD CHAIR, THE OASIS INITIATIVE

"I'd recommend Nexus to anyone who will listen. Business owners are stubborn and only know what they know. **Working with Nexus has opened doors I hadn't even thought about.***"*

JESSE PEREZ
FOUNDER AND PRINCIPLE, TRIPLE 7 STUDIO

CORE COMPETENCIES

CHANGE MANAGEMENT AND ORGANIZATIONAL DEVELOPMENT

- **Change management:** Guiding your team through new systems and ways of working so the change sticks.
- **People, culture, and leadership development:** Clear roles, a healthy culture, leaders free to lead, and friction resolved.
- **Documentation and knowledge capture:** SOPs, manuals, and training guides your team owns.

PROCESS CONSULTATION

- **Process architecture:** Mapping how your work moves, with workflow diagrams and written procedures.
- **Workflow automation:** Taking manual, mundane, and monotonous tasks off your team's plate.

SYSTEM IMPLEMENTATION

- **Shared workspace and reporting:** Email, calendar, and files in one home, with dashboards that show performance.
- **Customer relationship management:** Every lead, client, and deal tracked from first contact to close.
- **Collaborative work management:** Every project run the same way, with clear owners, deadlines, and status.
- **Automation and intake:** Forms that feed straight into your systems, and tools that share information without retyping.
- **Data management:** Data migrated, cleansed, and put to work.

KEY DIFFERENTIATORS

HUMAN CENTERED APPROACH

- Your words never fall on deaf ears. Every opinion, critique, and suggestion is taken seriously.

PROFESSIONALISM

- We say what we do, and we do what we say. Our appearance, etiquette, and character show our attitude toward the work, in person and online.

LIVING CONTRACTS

- Every contract is built on a firm relationship. If something is not working, we work through it together.

CRAFTSMANSHIP

- We put a piece of ourselves into everything we deliver. We aim to finish ahead of the timelines we quote, and to deliver beyond the standard you expect.

WORK SAMPLES

See what we do and who we have worked with: case studies, testimonials, and work samples.
nexus-services.net/work

CONTACT

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