

# NOVUS INSIGHT

Technology that **empowers.**

[novusinsight.com](https://novusinsight.com)

Novus operates within five focus areas-

- **Managed Services:** Responsible for day-to-day support and management of your environment
- **Special Projects:** Subject matter experts focusing on specialized projects and large-scale technical change
- **Consulting and Cybersecurity:** Security and compliance assessment, strategy and transformation. Business process and data consulting
- **Application Development and Altrulink:** Data collection, integration, automation, visualization, and analysis
- **Security Services:** Monitoring of systems and investigation/response to security incidents



# Current Services Summary

## Managed Services

- Annual VCIO Meeting
- Remote Support
- Onsite Scheduled Support
  - Technician Scheduled for 4 hours, every week
- Unscheduled Support
  - Up to 8 hours per month
- Emergency Escalation Support
- Quality Assurance
- Systems Monitoring Services
- Endpoint Management Program
  - 63 Endpoints

## Private Cloud Services

- Hosted Domain Controller
- Hosted File/Print Server

## Backup Services

## Security Services

- EDR with Novus SOC
  - 63 Endpoints
- Inky Advanced Message Filtering
  - 50 Users

## KnowBe4 Awareness Training

- 50 Users

# History In Review

## 2023 – Novus Began Support

Identified cybersecurity risks and vulnerabilities

Unmanaged endpoints

Aging endpoint and network hardware

Town on same network and domain with school

Minimal reactive IT support

## Today

### Critical Cybersecurity Enhancements:

- Cybersecurity Awareness Training
- Endpoint Detection and Response with Novus S.O.C
- Centralized Patching
- Secure Baselines
- Multi-Factor Authentication
- Premium Message Filtering

Network segmentation project to isolate town from schools

Town migrated to Boltonct.gov domain

Server infrastructure consolidated, migrated to Private Cloud

Notch Road network physical move and restructuring

Consultative vCIO Support

## 2025/2026 Priorities and Projects

- QDS Server Replacement
- Firewall Replacements
  - Bentley Memorial Library
  - Herrick Park
- System Replacements
- Town Hall Switch/UPS Replacements
- NRMCM Wireless Project

# Budget Planning

Priority Projects	Estimated Cost
Town Hall Network Project (2 Switches, UPS, Labor)	\$5,800
Firewall Replacement (Herrick Park)	\$2,050
Firewall Replacement (Bentley Memorial Library)	\$2,050
System Replacements (Hardware <21)	TBD
System Replacements (Labor)	TBD
QDS Migration Fee (Estimate)	\$1,000

Additional Projects	Estimated Cost
Wireless Replacements	\$4,350

Proposed Ongoing Costs	Estimated Monthly Cost
QDS Server Hosting	\$265

Licensing	Estimated Cost
Exchange Plan 2 (11)	\$1,200
Exchange Plan 1 (1)	\$50
Microsoft 365 Business Premium (42)	\$10,800

# Post-Pandemic Pricing Realignment

- Novus recently completed a yearlong assessment to reevaluate our processes with regards to Managed Support
- Novus treats its managed support services like an insurance policy whereby once contracted we ensure our clients are fully supported even if it requires going over budget.
- Unlike insurance, we do not seek to maintain large margins; only to cover costs with a small margin that is used to support clients in need.
- During the pandemic period, IT labor rates skyrocketed and outpaced inflation by 77%-209%. This was due to increased demand and complexity in remote/cloud client environments.
- As a mission focused organization, Novus sought to absorb and postpone this cost impact on clients until economic conditions stabilized.
- Novus understands the impact this will have on our clients and is working with clients to phase-in the cost correction over a three-year period.
- Possible Cost Savings Support:
  - Analyze tech adjacent expenses for savings
  - Cyber Insurance
  - Lighting Efficiency Upgrades





# Budget Planning - 3 Year Managed Support Projection Current (4hr Per week onsite)

4 Hours every week onsite (current)					
Increase of \$1654.79 Overall		\$552 Even			
<b>Town of Bolton</b>	<b>Current Monthly</b>	<b>2025-2026</b>	<b>2026-2027</b>	<b>2027-2028</b>	
Managed Support (Labor Only)	\$ 3,302.81	\$ 3,854.81	\$ 4,406.81	\$ 4,958.81	
Estimated Labor Inflation Increase (5%,3.5%,3%)		\$ 192.74	\$ 154.24	\$ 148.76	
Toolset/Hosting (5%, 3.5%, 3%)	\$ 1,539.49	\$ 1,825.96	\$ 1,889.87	\$ 1,946.56	
<b>Monthly Total</b>	<b>\$ 4,842.30</b>	<b>\$ 5,873.51</b>	<b>\$ 6,450.92</b>	<b>\$ 7,054.14</b>	
<b>Town of Bolton</b>	<b>Current Annually</b>	<b>2025-2026</b>	<b>2026-2027</b>	<b>2027-2028</b>	
Managed Support (Labor Only)	\$ 39,633.72	\$46,257.72	\$52,881.72	\$59,505.72	
Estimated Labor Inflation Increase (5%,3.5%,3%)		\$ 2,312.89	\$ 1,850.86	\$ 1,785.17	
Toolset/Hosting (5%, 3.5%, 3%)	\$ 18,473.88	\$21,911.52	\$22,678.42	\$23,358.78	
<b>Annual Total</b>	<b>\$ 58,107.60</b>	<b>\$70,482.13</b>	<b>\$77,411.00</b>	<b>\$84,649.67</b>	
Annual Variance		\$12,374.53	\$ 6,928.88	\$ 7,238.66	



# Budget Planning - 3 Year Managed Support Term

4 Hours every week onsite (Bundled with BOE) (Discount)					
Increase of \$830.59 Overall		\$277 Even			
Town of Bolton	Current Monthly	2025-2026	2026-2027	2027-2028	
Managed Support (Labor Only)	\$ 3,302.81	\$ 3,579.81	\$ 3,856.81	\$ 4,133.81	
Estimated Labor Inflation Increase (5%,3.5%,3%)		\$ 178.99	\$ 134.99	\$ 124.01	
Toolset/Hosting (5%, 3.5%, 3%)*	\$ 1,539.49	\$ 1,825.96	\$ 1,889.87	\$ 1,946.57	
Monthly Total	\$ 4,842.30	\$ 5,584.77	\$ 5,881.67	\$ 6,204.39	
Town of Bolton	Current Annually	2025-2026	2026-2027	2027-2028	
Managed Support (Labor Only)	\$ 39,633.72	\$42,957.72	\$46,281.72	\$49,605.72	
Estimated Labor Inflation Increase (5%,3.5%,3%)		\$ 2,147.89	\$ 1,619.86	\$ 1,488.17	
Toolset/Hosting (5%, 3.5%, 3%)*	\$ 18,473.88	\$21,911.57	\$22,678.48	\$23,358.83	
Annual Total	\$ 58,107.60	\$67,017.18	\$70,580.06	\$74,452.73	
Annual Variance		\$ 8,909.58	\$ 3,562.88	\$ 3,872.67	
*Addition of QDS Server Hosting					



## Q & A

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