

DEPENDENCE ON YOUR PROVIDER · INDEPENDENCE DESPITE A SMALL PROVIDER

“What if NexaStack is *gone tomorrow?*” Your independence from us.

It's the hardest question a business owner can ask a small provider — and a fair one. What if we get sick, raise prices, close the business, or simply stop responding? Then you're left with a server holding your company's data that no one inside your company understands — and no way out.

The honest answer up front: with a small provider, there is a key-person risk, yes. With a large corporation, there is a corporate risk — less visible, but usually bigger. The real difference lies elsewhere: **every IT relationship is a dependence, including the one with Microsoft. What matters is what's left when the provider is gone.**

With a big cloud platform, the dependence is total and invisible. With your NexaStack, it's the opposite: the server is yours, the data is yours, the software belongs to the open-source world.

01 What's left when the provider is gone

With a big cloud platform, if the vendor doubles prices tomorrow, drops a core feature, or locks an account for some reason (it happens), what's left in your hand is an offshore support queue. No server. No software. No file in a format that works anywhere else. Everything is rented, nothing owned.

With the NexaStack, it's reversed. The server belongs to you, the data belongs to you, the software belongs to the open-source world. We are the operator — not the owner of the infrastructure. If we vanish, everything essential stays with you.

ON SHORT-TERM ABSENCE — THE MOST COMMON EVERYDAY CASE

Your NexaStack runs autonomously. Updates, backups, and monitoring alerts are automated; a week without active intervention is no problem — the system is built for exactly that. Planned absences are announced in advance; for unforeseen issues, we reach back out as soon as possible.

The genuinely critical questions are the permanent ones — and here are the three scenarios a business owner should think through.

02 If we go out of business

1

FULL HANDOVER TO ANOTHER PROVIDER

Your NexaStack is handover-ready – technically, legally, and in documentation.

Technically, because the stack is built exclusively from globally used, standard open-source software (Nextcloud, OnlyOffice, Vaultwarden, Paperless-ngx, and so on). Any experienced Linux administrator knows these components or can get up to speed in a few days — it's not a proprietary construct we invented. With Microsoft solutions, a successor never gets the source code; with open source, it's open to every administrator.

In documentation, because every NexaStack comes with a written, continuously updated operations manual: the complete architecture, every configuration, every dependency, every routine task — in a form that lets an outside administrator take over productively within one or two working days. Not written once at setup and forgotten, but kept current with every change.

Legally, because the server runs with the host in your company's name, on your contract, with your billing address. We hold admin access for maintenance — you remain the legal owner. If we disappear, the server stays. Just without maintenance, until you appoint a successor.

OPTIONAL BUILDING BLOCK — KEY ESCROW

On request, all critical credentials — admin passwords, recovery keys, the documentation master — are deposited with a third party of your choice, typically your accountant or attorney. That way access in an emergency is legally clear, even without us.

To smooth this path further, we are actively building a network of partnered IT providers who can take over NexaStack systems in an emergency. Until that network is fully in place, we support the search for a successor personally and by referral to qualified Linux administrators.

03 If we raise prices – or you go in-house

2

ECONOMIC DEPENDENCE

If we raise prices.

Our prices are in a contract, not in an app that can be changed unilaterally. Maintenance contracts run for a fixed term at a fixed price. But the decisive difference from a SaaS subscription is another: **you can switch at any time without losing your data**. Moving fully out of a Microsoft 365 subscription within a week — with all mail, chats, intranet pages, and drive content, in a format that works elsewhere — is so much effort that most companies would rather accept the price increase. That's exactly what the business model counts on. With the NexaStack the scenario is trivial: server in your name, data with you, software free — any other IT provider can take over maintenance tomorrow without a single file being moved. Which also means: we have a very direct interest in fair prices. We can't lock anyone in.

3

A DELIBERATE, PLANNED SWITCH

If you later want to bring it in-house.

If your company grows and forms its own IT department — perfect. The transition is actively supported: onboarding your internal administrator, a shared transition phase with mixed responsibility, a clean documentation handover, and fallback options if your internal admin unexpectedly drops out. The NexaStack is designed to be handed over — not to hold you in place.

04 What happens when the unexpected happens?

WITH MICROSOFT 365

An offshore support queue. No ownership of the server. No control over the software. Export of your data only in Microsoft's formats. A bill that simply rises with every price change — with no room to negotiate.

WITH YOUR NEXASTACK

Your server keeps running — automated updates, backups, monitoring. Your data belongs to you, in open formats. Another administrator can take over within a day or two. Nothing about your substance depends on our survival.

We don't make money because you *have to* stay. We make money because you *want to*.

A fundamentally different business model from a subscription vendor whose entire product is built on switching friction.

THE BOTTOM LINE

Your NexaStack is built so you can keep running it without us if it ever comes to that. That's not a sales argument — that's the architecture.

STILL HAVE A QUESTION?

Ask us on a strategy call.

No obligation, no sales script. — nexastack.co/en/strategy-call