



— Case Study

Building and Managing a Scalable IT Environment for Nexus BioQuest

Nexus BioQuest





Nexus BioQuest is a leading immunology Contract Research Organisation (CRO), supporting pharmaceutical and biotech companies with pre-clinical and non-regulatory clinical research.

Formed as a brand-new company in 2022, they wanted to build a modern, secure and productive IT environment from the outset. Nexus recognised that technology would be central to their ambitious plans to scale, so they prioritised it right from the start.



When Nexus BioQuest launched in 2022, they partnered with Chorus to build a secure, cloud-first IT environment from scratch; one that has since carried them from a team of 3 to more than 40 employees with almost no changes along the way.

Challenges

- ❖ New business with no existing IT environment
- ❖ Need for secure, scalable foundations to support rapid headcount growth
- ❖ Project-based workflows requiring structured, repeatable collaboration
- ❖ Handling sensitive scientific data for external clients
- ❖ Avoiding the costly legacy debt that growing organisations so often accumulate

Solutions

- ❖ Built a clean Microsoft 365 environment tailored for a new organisation
- ❖ Rolled out modern, secure devices using Autopilot and Intune
- ❖ Designed SharePoint Online to support repeatable project work and client collaboration
- ❖ Provided 24/7 managed IT services through Chorus's own in-house service desk
- ❖ Delivered round-the-clock managed cyber security services through the Chorus CSOC

Outcomes

- ❖ Scaled from 3 to 40+ employees with minimal IT overhead
- ❖ Strong governance, compliance, and consistency from day one
- ❖ Secure, structured collaboration for project-based work
- ❖ Very low support demand thanks to a standardised build
- ❖ Long-term environment stability without need for re-architecture
- ❖ Trusted ongoing partnership with Chorus

Getting the foundations right



As a new organisation, Nexus BioQuest had the chance to build everything to best practice. Guided by leadership experience from working with Chorus before, they invested early in a secure, cloud-only environment designed for long-term growth.

“We chose Chorus because they understood what we were trying to build from day one. We did not want a short term setup that would need reworking as we grew. Chorus helped us design an environment that was secure, scalable and sensible, and crucially one that would not get in the way of the science as the business expanded.”

William Parish, Chief Executive Officer,
Nexus BioQuest



This included a cloud-only architecture, modern device deployment using Autopilot, standardised Intune policies, and strict compliance controls to ensure that client data was protected as the company scaled rapidly.

Chorus provided consultancy and delivery throughout the startup phase, helping Nexus BioQuest establish best practices early and avoiding the costly retrofitting challenges so many organisations face when they grow quickly.

Tailoring SharePoint Online for project work

Because Nexus BioQuest runs project-based scientific work, they needed a consistent and repeatable way to manage data and collaboration. Chorus developed a SharePoint structure that standardised how project sites are created, how scientific data is organised, and how clients securely access results, leveraging automation to make the process simple and scalable.

- ❖ Automated SharePoint site provisioning per project
- ❖ Standardised structures for scientific data, documentation and analysis
- ❖ Secure external client areas for sharing results
- ❖ An index enabling filtering of project workspaces by scientist, client, project lead and more

“In addition, we focused heavily on governance. Looking at this from a 360-degree view - how do you govern the environment, manage guest access, control what external users can see? The goal was to make it easy to manage, easy to audit, and easy to live with going forward.”

Jason Lee, Head of Collaboration and Information Management, Chorus

Securing IT by design to scale to 40+ employees



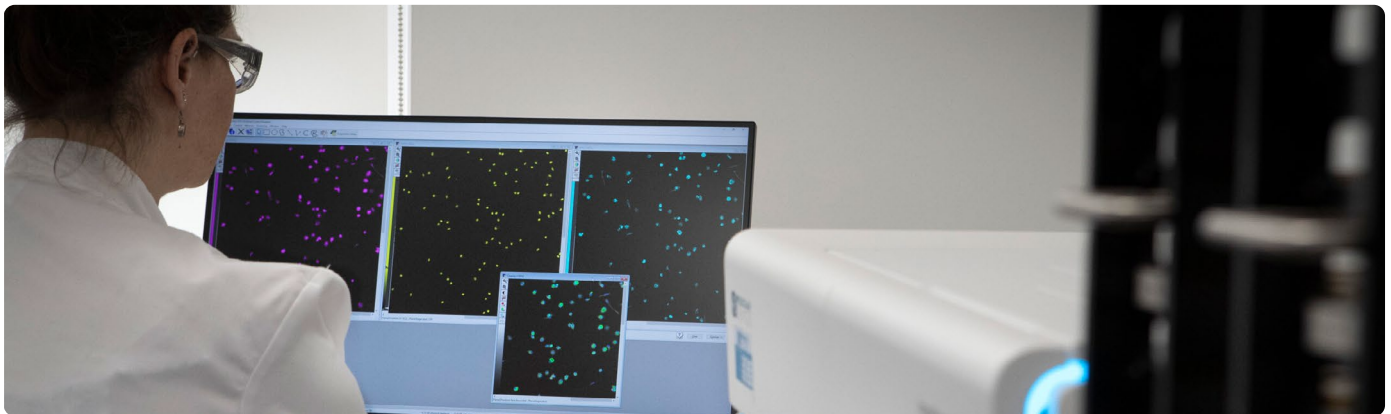
Security was built in from the start, giving Nexus strong protection for sensitive scientific work.

All devices are managed through Intune, access is tied to device health, and Chorus's own in-house CSOC monitors, detects and responds to threats 24/7.

Even as the team expanded, onboarding stayed smooth, support demand stayed low, and the original architecture has remained stable.

“We built Nexus BioQuest’s environment from scratch, and we’ve had to do almost nothing to accommodate their growth. They went from three people to more than seventy, and the original build has handled it all without needing major changes.”

Lee Shephard, Senior Technical Consultant,
Chorus



A great partnership

The relationship between Chorus and Nexus BioQuest is much more than standard ticket-based support. Regular collaboration, openness and trust have made Chorus a true extension of their team.



“What we value most is that Chorus feel like part of our team rather than a supplier. The service is proactive, the advice is grounded in experience, and issues are handled quickly and pragmatically. It gives us confidence that our IT and security are in safe hands, which lets us stay focused on delivering for our clients.”

William Parish, Chief Executive Officer, Nexus BioQuest

The outcome



Nexus BioQuest have demonstrated what's possible when you invest in getting your technology foundations right and working in close partnership with a trusted MSP that understands your business.

By combining Microsoft cloud tools, automation and strong security from the beginning, Nexus have built a way of working that has scaled alongside their rapid growth, without the retrofitting headaches that often hold many other organisations back.

“Working with Nexus from their earliest days, getting their Microsoft 365 footprint and their security and compliance foundations right really mattered. To see how far they’ve grown since then is something we’re genuinely proud to have played a part in, and that wouldn’t have been possible without the close partnership we built together from the start.”

Ben Davies, Head of New Business Development at Chorus



A modern IT model any organisation can adopt

This modern approach to IT isn't limited to new companies and startups. Any organisation, even those carrying legacy infrastructure, can move toward the same secure, cloud-first way of working with Microsoft cloud tools and a managed service provider. The journey will usually be different, but the destination can be the same; you can spend less time managing IT, gain more confidence in your security, and benefit from cloud-based infrastructure that grows with your business.





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