



OPERATIONAL FRAMEWORK

Blue Ridge Nexus

A practical operating layer for small-business infrastructure: visibility, secure remote support, ticketing, Ask Nexus, alerts, documentation, and automation without vendor lock-in.



Real environment.
Actual dashboards, screenshots, and support flow.



No licensing maze.
Built around the client, not per-seat gravity.



Quiet confidence.
The platform proves itself without shouting.

What sits inside Nexus

The six capabilities that turn infrastructure into a well-run operation.



Visibility
Live dashboards, system inventories, and health at a glance.

Real data. Real time.



Secure remote support
Fast, controlled access when you need it.

Powered by MeshCentral.



Ticketing
Structured requests, clear ownership, better outcomes.

Workflow, not inbox chaos.



Ask Nexus
Integrated AI assistance for faster answers, right in the platform.

Powered by Mistral AI.



Alerts
Proactive notifications so small issues don't become big ones.

Signal, not noise.



Automation
Repeat less. Standardize more. Automate with confidence.

Lightweight. Extensible.



No vendor lock-in.
Built on open tools and open standards. Your data stays yours.



Zero licensing.
No per-seat fees. No surprises. Just value that scales with you.

THE PLATFORM STORY

Not a boxed product. A support framework with receipts.

Blue Ridge Nexus connects the pieces small businesses actually need: visibility, secure remote support, support workflow, alerts, reporting, and plain-English documentation—working together by design.

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“ Blue Ridge Nexus shows enterprise-grade capability without enterprise theater: **practical, human, careful, and built around real operational work.** ”

BLUE RIDGE NEXUS CENTRAL
Monitoring & Support Dashboard

12:17:27 AM
EASTERN TIME

Fleet Health
96 / 100
Excellent

Active Alerts
5
Watch

Open Tickets
12
In Progress

Systems Online
184 / 192
95.8%

Top Issues

High CPU	3 hosts	28m
Disk Space	2 hosts	43m
Service Down	1 host	1h
Backup Failed	1 host	2h
SSL Expiring	1 host	5h

Fleet Overview

192
Total Systems

Healthy 162

Warning 18

Critical 7

Offline 5

Recent Activity

nexus-pi	Patch installed	2m ago	System
alma-pi-host-1	Remote session	7m ago	Support
nexus-staging	Backup completed	15m ago	Backup
fedora-cosmic	Alert acknowledged	27m ago	Alert

NOTIFICATIONS & ALERTS
Right signal. Right time.

AllAlertsSystemSupportAutomation

High CPU on nexus-pi 12:12 AM
CPU usage is above 85%
Critical

Disk space low on alma-pi-host-1 11:48 PM
Less than 10% disk space remaining
Warning

Remote session started 11:31 PM
to alma-pi-host-1 by Alex
Support

Backup completed successfully 10:42 PM
nexus-staging – All systems
System

SSL certificate expiring soon 9:17 PM
nexus-pi – Expires in 7 days
Info

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SERVER / HOST MONITORING

See fleet health before it becomes a support fire.

Fleet telemetry, containers, virtual machines, and host status stay visible in one practical view so support starts with facts instead of guesswork.

BLUE RIDGE NEXUS ARM EDITION

Nexus Operations

Linux fleet telemetry, containers, virtual machines, and host status.

Fleet Health

6 / 6

Hosts reporting healthy

Hottest Host

nexus-pi

128.2°F

Top CPU

nexus-pi

28.3%

Fleet Containers

6

Across monitored Linux hosts

96

/100

NEXUS FLEET SCORE

Excellent

6 of 6 hosts reporting healthy.

5

EXCELLENT

0

WATCH

0

ATTENTION

6

CONTAINERS

4

PODS

4

VMS

Fleet Overview

Click a hostname to open its dedicated dashboard.

HOST	STATUS	SCORE	CPU	TEMPERATURE	MEMORY	DISK	CONTAINERS	PODS	VMS	SSH	LAST SEEN
alma-pi-host-1 Alma PI Host 1	Healthy	97 Excellent	1.0%	126.2°F • Normal	42.4%	37.0%	3	2	2	732 ms	4m ago
alma-pi-host-2 Alma PI Host 2	Healthy	97 Excellent	1.0%	121.3°F • Normal	41.5%	27.0%	3	2	2	734 ms	4m ago
nexus-host Blue Ridge Nexus	Healthy	97 Excellent	2.0%	111.2°F • Normal	15.2%	18.0%	0	0	0	650 ms	4m ago
nexus-pi Nexus ARM Control Tower	Healthy	97 Excellent	28.3%	128.2°F • Normal	20.6%	49.0%	0	0	0	476 ms	4m ago
nexus-staging Blue Ridge Staging	Healthy	97 Excellent	2.0%	114.8°F • Normal	14.0%	26.0%	0	0	0	626 ms	4m ago
reo-laptop Fedora COSMIC Laptop	Healthy	94 Healthy	2.0%	127.4°F • Normal	7.0%	23.0%	0	0	0	936 ms	4m ago

What it monitors

Fleet health, CPU, temperature, memory, disk, containers, pods, VMs, SSH response, and last-seen status.

Complete visibility. No blind spots.

Why it matters

Spot drift, hot systems, unhealthy hosts, or resource pressure before users turn it into a mystery report.

Faster context. Calmer support.

Problem it solves

Pulls fleet operations into one clear dashboard instead of scattered terminals, notes, and ad-hoc checks.

One source of truth.

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TICKETING + ASK NEXUS

AI-assisted support without the noise.

Blue Ridge Nexus Ticketing brings email intake, status tracking, original request context, and Ask Nexus into one practical workflow. Ask Nexus is integrated AI assistance—powered by Mistral AI—to help you get answers faster.

BLUE RIDGE NEXUS

Ticketing

Smarter support. Clear context. Faster resolution.

Active Tickets7

Closed Archive142

Poll Mail Now

MeshCentral

ACTIVE TICKETS

Sort by: Newest

#BRN-2412

VPN connection drops intermittently

John D. • 4m ago

Medium

#BRN-2411

Unable to access file share

Sarah M. • 18m ago

High

#BRN-2410

Email not syncing on mobile

Mike R. • 1h ago

Low

#BRN-2409

New user setup request

Allison P. • 2h ago

Low

#BRN-2408

Printer offline in accounting

Tom L. • 3h ago

Medium

#BRN-2407

Software installation needed

Dee C. • 5h ago

Low

#BRN-2406

Website SSL certificate warning

Josh K. • 7h ago

High

View all active tickets →

#BRN-2412

Medium

VPN connection drops intermittently

John D. • john@acmerealty.com • 4m ago

Overview

Messages3

Original Request

Activity

Notes

DESCRIPTION

VPN connects successfully but drops after 5–15 minutes. Happens on Wi-Fi and cellular. Restart temporarily fixes it.

IMPACT

User intermittently disconnected. Affects productivity.

CATEGORY

Network / VPN

ASSIGNED TO

AD

Alex D.

Network Engineer

DESCRIPTION

VPN connects successfully but drops after 5–15 minutes. Happens on Wi-Fi and cellular. Restart temporarily fixes it.

IMPACT

User intermittently disconnected. Affects productivity.

CATEGORY

Network / VPN

ASSIGNED TO

AD

Alex D.

Network Engineer

TIMELINE

Ticket created

4m ago

Auto-assigned to Alex D.

4m ago

Email received

4m ago

AI triage suggested

3m ago

Status updated to In Progress

1m ago

ASK NEXUS

BETA

Here's what I found:

Similar issue reported 6 times in the last 30 days

No known outages detected

2/4 VPN pool shows normal performance

Recommended next steps:

1. Collect client logs

2. Renew VPN IP lease

3. Test alternate DNS

Apply steps

CONTEXT SNAPSHOT

Client

Acme Realty

Site

Main Office

Device

Win 11 • Dell Latitude

Last seen

12:16 AM

IP Address

10.42.18.57

Related tickets

2

View full context →

Email in. Everything in.

Email intake, context capture, and full history in one place.

No forwarding. No gaps.

See it. Track it.

Real-time status, assignments, and timelines keep everyone aligned and informed.

Clarify for users and teams.

Ask Nexus.

Integrated AI assistance powered by Mistral AI to surface answers, patterns, and next steps.

Smarter. Faster.

Context that counts.

Original request, activity, device data, and related tickets—right where you need them.

Resolve with confidence.

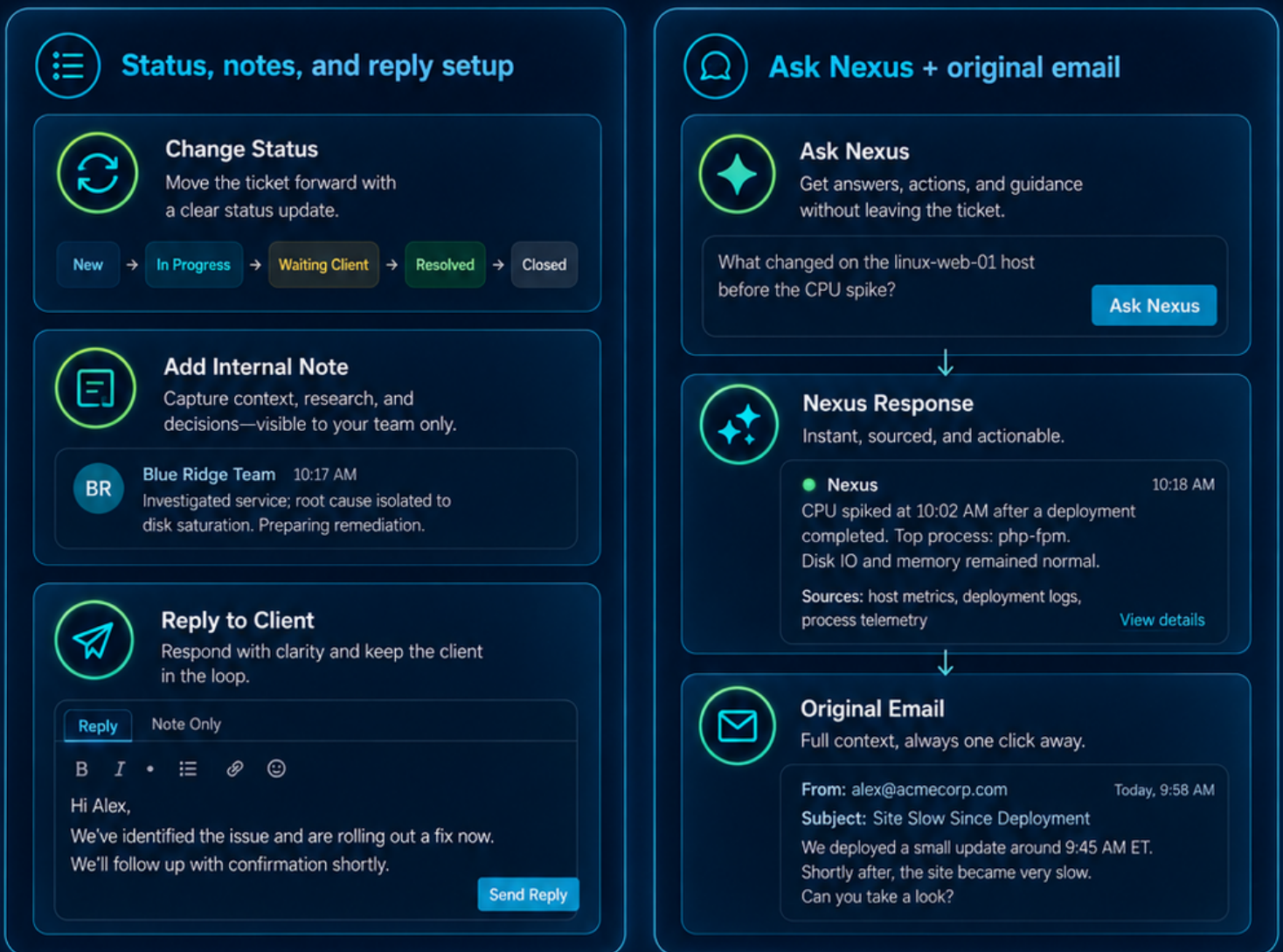
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THE COMPLETE TICKET LIFECYCLE

The ticket is not just a card. It is the whole support lane.

Blue Ridge Nexus Ticketing brings intake, status tracking, internal notes, client replies, Ask Nexus, original email context, and event history into one practical workflow—without per-seat platform gravity.



No vendor lock-in.

Built on open tools and open standards.
Your data stays yours.



AI where it belongs.

Ask Nexus brings speed and insight—kept inside your workflow.



Built for action.

Status, notes, replies, and context—ready when you are.



Full workflow visibility.

From intake to resolution, see everything that moved the ticket.



One lane. Every signal. Better outcomes.

Blue Ridge Nexus Ticketing unifies people, context, and automation so your team can resolve faster, communicate clearly, and deliver a support experience clients remember.



96 /100

WORKFLOW SCORE

SECURE REMOTE SUPPORT

Visibility is better when support can move to action.

Nexus is more than dashboards. It connects monitoring, ticketing, alerts, and secure hands-on support into one operational framework—so issues go from signal to resolution without switching tools or losing context.



Secure remote support

Powered by MeshCentral.

Fast, encrypted access when you need it—fully tied into the Nexus framework.

- ✓ Invite from tickets or alerts
- ✓ Role-based access & audit logs
- ✓ No agents required; on-demand



Ask Nexus

Integrated AI assistance.
Powered by Mistral AI.

Get faster answers and next steps without leaving the platform.

- ✓ Natural language across your data
- ✓ Summaries, root-cause hints, actions
- ✓ Learned from your environment



Ticketing

Structured. Connected. Clear.

Every request stays organized with full context and history.

- ✓ Intake, status changes, and replies
- ✓ Notes that stay with the ticket
- ✓ Original context. Event history.



Monitoring

Everything in one operational view.

Real-time visibility across systems, services, networks, and containers.

- ✓ Server health and resource telemetry
- ✓ Websites, ISP trends, firewall events
- ✓ Containers, hosts, and virtual machines



The quiet advantage

Blue Ridge Nexus is a right-sized operational framework—built for small teams that demand reliability, security, and control.



Enterprise-style workflows

Designed for clarity, consistency, and scale.



Practical ownership

You see everything.
You stay in control.



No licensing maze

No per-seat fees.
No surprises.



No vendor lock-in

Open tools and open standards. Your data stays yours.