

MSP SUCCESS

MAGAZINE

Chris Voss:

How To Get A
Client Or Prospect
To Say "No" So You
Can Get To "Yes!"

Page 6

Nimer Saikaly

From Developing Country To First-Rate
MSP: How Nimer Saikaly Overcame
Adversity And Harnessed His Love Of
Technology To Bring A New
Approach To Not-For-Profit
Organizations With His
IT Firm Ciprus
Consulting

Page 14

Landing Your Moon Shot:

4 Big Lessons
MSPs Can
Learn From
Living Legend
Buzz Aldrin

Page 18



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CONTENTS

3 Letter From The Editor

6 How To Get A Client Or Prospect To Say "No" So You Can Get To "Yes!"

CHRIS VOSS

10 8 Unconventional Strategies For Captivating Your Customers And Crushing Your Competition

DAVID RENDALL

18 Landing Your Moon Shot: 4 Big Lessons MSPs Can Learn From Living Legend Buzz Aldrin

24 When Is Marketing To Blame When Sales Don't Happen?

ROBIN ROBINS

14

From
Developing
Country To
First-Rate
MSP: How
Nimer Saikaly
Overcame
Adversity And
Harnesses
His Love Of
Technology To
Bring A New
Approach To
Not-For-Profit
Organizations
With His IT
Firm Ciprus
Consulting
NIMER SAIKALY





From Developing Country To First-Rate MSP: **How Nimer Saikaly Overcame Adversity And Harnessed His Love Of Technology To Bring A New Approach To Not-For- Profit Organizations With His IT Firm Ciprus Consulting**

Imagine waking up each day for school not to the sound of your alarm clock but rather to the aggressive conflict surrounding you. For Nimer Saikaly, this was his childhood reality, with his only reprieve being tinkering with technology—VCRs, clock radios, computers, anything he could get his hands on. Now imagine escaping this environment and experiencing a whole new life on the other side of the world, where opportunities and support abound, and you're able to create a company dedicated to giving back to the community that welcomed you with open arms. In Nimer's case, by bringing together his innate passion for technology, his upbringing that taught him resilience, determination, and strength, as well as the opportunities he was able to carve out for himself stateside, Nimer has successfully grown Ciprus Consulting into what you see today—a top-tier MSP delivering robust technology solutions to not-for-profit organizations throughout San Diego and beyond.

THE HAND YOU'RE DEALT

Nimer was born and raised in Jerusalem, where he lived with his parents and older sister. "In truth, my childhood was a bit unstable," he begins. "We were barely getting by each month, and I thought it was normal to have safety check stops on the way to and from school." He continues, "Growing up in a war zone definitely gives you a certain perspective on life—that is, to live every moment to the fullest—but it also helped me find my passion for technology. Going outside and playing wasn't always safe, so instead, I spent my time taking things apart to see how they worked. It was my escape. I didn't care if I was repairing our broken clock radio or re-assembling our VCR for the hundredth time. It all fascinated me and filled my mind with thoughts of one day building a career around technology."

Fast forward to graduating high school, and Nimer entered the tourism industry, hoping to get some experience in the technology side of things. While he did get to work with various software and other technologies, this path was short-lived. “The tourism industry got hit badly in the late ’90s, so I knew I needed to find another route,” Nimer says. “I ended up coming to the United States in 1999 and took a scholarship to study Management of Information Technology at Alliant International University. As I had only a student visa, I was allowed to work at the university with my room and board paid for, which I highly appreciated.” Nimer adds, “It was amazing to be in a place where health insurance and getting to school safely was the norm. I’d never experienced such support and resources before.”

After finishing his schooling, Nimer was referred to work for a not-for-profit organization. “I was introduced to an organization called Episcopal Community Services by a bishop I knew in San Diego,” explains Nimer. “It’s sentimental, but this opportunity changed the trajectory of my life. I ended up working there for 18 years as the Director of IT and gained so much hands-on knowledge and experience that later informed my own business. They even helped me gain my permanent citizenship back in 2012.”

Throughout his tenure, Nimer not only honed his skills but learned how to manage technology as well as people. But there were also some lingering concerns. “Honestly, their technology needs were more than our small team could handle, so we began searching for an MSP. Unfortunately, we went through several companies, none of which prioritized our needs as we required. At the same time, the idea of owning my own company had been playing on my mind since getting my citizenship.” Yet, this still wasn’t quite the right time for him to dive into business ownership. “I wasn’t sure if I was ready yet, so I applied to the University of Leicester, where I completed my Master of Business Administration with a minor in Information Technology. At this time, I told myself, ‘You got the citizenship, you have the education, you know what these organizations need. Now it’s time to start your own company so that you can give back to these not-for-profits and deliver the help they deserve.’” And thus, the seeds of Ciprus Consulting were planted.

CREATING CIPRUS CONSULTING

There were two main motivating factors for Nimer when creating Ciprus Consulting. One was building a company that truly cared about their nonprofit clients and provided top-notch service, and the second was his wife and daughter. “On the professional side, it was absolutely critical that my business was structured to accommodate how not-for-profit organizations operate. Although we may not be working directly with people in need, we’re supporting the people that help those people, and that’s what pushed me to want to start my own business in the first place,” says Nimer. “On the personal side, though, once my daughter was

born, a lot of my efforts went into ensuring that she would never have to experience the level of hardship, violence, and instability I did.” He continues, “In those first few years, I would work 15–16-hour days hustling to build the business. I hated missing time with my daughter, but I was building our American Dream one day at a time.” Something any business owner can relate to.

And what started as a one-person endeavor operating out of Nimer’s home has now grown into a full-blown MSP specializing in helping not-for-profit organizations achieve success. “Customer service is our number one thing,” says Nimer. “Because many of our clients are big enough to need robust IT help but have a small internal team, they often weren’t getting the treatment or value they deserved with their previous MSPs. While we are an MSP ourselves, we understand and empathize with their struggle and strive to differentiate ourselves through our commitment to excellence and unparalleled dedication to our clients’ missions. In fact, my absolute dream would be for Ciprus Consulting to be known as the number one MSP for not-for-profit organizations nationwide.” Luckily for them, they’re well on their way to achieving this, as Nimer was named the Top Tech of the Year in 2023, a 2024 Leader of Influence in Technology and was a finalist for the 2024 Small Business Award of Community-Minded!

However, in order to continue to push the boundaries of IT and leave behind a long-lasting legacy, the name of the game moving forward is growth. “Over the past few years, we’ve doubled, if not tripled, in size,” Nimer notes. “We’ve still been extremely deliberate with our client selection, only taking on clients that are a good match, but our goals of expansion would allow us to help even more not-for-profit organizations and enact further change in our communities.”

Ultimately, it’s been a long road for Nimer, from a young boy evading violence to get to and from school to an eager 20-something-year-old trying to find his way in the world to what you see today—a father, businessman, and pillar of the local community. It’s true what they say, we’re all a product of our upbringing, and for Nimer, this product was Ciprus Consulting—an exceptional MSP dedicated to catalyzing positive change and empowering communities through their unwavering commitment to not-for-profit organizations.

For more information about Ciprus Consulting, visit CiprusConsulting.com. ■

