

CASE STUDY



Microsoft Partner

Silver Midmarket Solution Provider

Transportation Management Solution Provider Engages with Valor IT Managed Services for Global IT Solutions

Company Profile

Client provides comprehensive suite of solutions to improve the transportation validation, accounting, payment and information management process. Client maintains office locations in Scottsdale, Boston, Scotland, Czech Republic, Costa Rica and Philippines with several other global remote offices.

Client's major challenge is its exponential rapid growth over a period of months. The growth prompted a need to streamline information flow and business process, reduce costly inefficiencies as well as converting global IT operations to SAS 70 compliance. Client was faced with many challenges in maintaining an internal IT staff including costly turnover, reduced IT budgets, required skill-set, out-dated systems and a reactive IT department. The Client IT team was unable to meet the business requirements, and often fell short of delivering solutions on-time. This progression of events led Client to commission Valor IT to help allow Client's to be pro-active, efficient and reduce operating costs.

Solution

Client engaged with Valor IT to provide Managed IT Services.

Process

Valor IT worked with an internal IT team and provided an on-site Global Director of IT for the Client.

Results

Valor IT managed the client's Data Center operations and has managed Client IT operations which have grown over 200% in the past 2 years. With the new Valor IT Managed Services Solution, Client has been able to reduce IT employee turnover, operational costs and increase efficiency-all while providing 99%+ Data Center uptime. For the Client, Valor IT has also been providing Managed Services designed specifically to meet Client's business and technology needs.

- Data Center upgrade consisting of 200+ servers
- Implementation of storage solution over 120 TB with DR availability
- Voice Infrastructure solution via Cisco Unified Communications
- Global Video conferencing solution to reduce travel costs
- Hardware, software and licensing consistency and standardization
- Savings of than \$100k+ per year using Microsoft licensing
- Data center consolidation & reduction in data center operating costs
- Global firewall solutions with failover for greater security
- A company-wide managed spam filtering solution
- Infrastructure monitoring and proactive maintenance
- SAS-70 Compliance certification
- 24-7 Helpdesk and NOC Support

Overview

Country or Region:

Global

Industry:

Freight Payment Systems- High Technology

Customer Profile:

Headquartered in Arizona, USA, provides comprehensive suite of solutions to improve the entire transportation validation, accounting, payment and information management process. It employs 400+ people in six different regions across the globe.

Business Challenges:

- IT Management
- WAN connectivity between Headquarters and international locations
- Global Network Infrastructure and uptime
- Data Center Backup solutions
- Reliable and scalable Storage Solution
- Disaster Recovery
- Lower IT operational costs
- Reliable global voice and video solution
- Lack of standardization