Synoptek

IT Support and Management Services Enable a Logistics Company to Evolve its Technology Roadmap and Run Global Operations Effectively

Customer Overview

Customer

A premier third-party logistics company

Profile

The client provides creative supply chain solutions with an asset-lite transportation division, a top-tier asset-based dedicated fleet, and innovative omnichannel distribution and fulfillment services.

Industry

Transportation

Services

IT Leadership, Workforce Productivity, Infrastructure Systems Management, Application Support, and Managed Cybersecurity

Business Need

With the highest level of service, unmatched industry experience and work ethic, and a laser focus on innovation and technology, the logistics company offers creative supply chain solutions, asset-lite transportation, a top-tier asset-based dedicated fleet, an intermodal and drayage division, and an innovative omnichannel distribution and fulfillment service.

The client used an in-house transportation management system (TMS) to run daily operations. However, this solution, and others in its ecosystem, were running across three different environments: Microsoft Azure, a data center located in Sacramento, CA, and a VMware infrastructure running in one of its distribution centers.
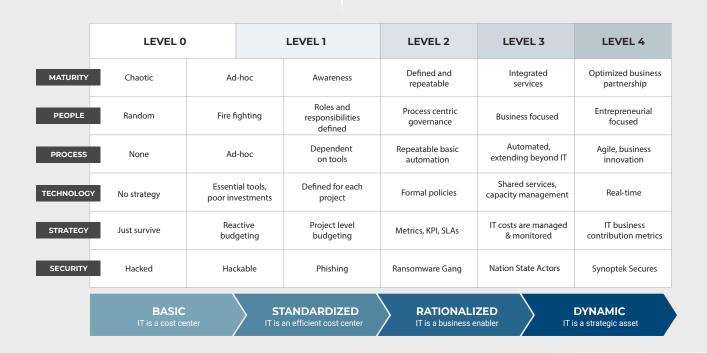
The client was interested in obtaining services related to managing its IT infrastructure and end-user support efforts located throughout its corporate headquarters and distribution and warehouse facilities. It was looking for a partner to take over the management of its IT systems and infrastructure with:

- High-touch local support as needed

- High level of responsiveness, communication, and security.

- 24/7/365 reactive incident support for existing end users

- Recommendations and leadership guidance to enable growth and maturity and reduce both costs and risk

- A roadmap and support plan for continuing to enhance infrastructure and end-user support and equipping the business for continued growth

Solution and Approach

The key to managing a complex information technology environment is not about the technology that powers the solution but the people and processes that successfully fulfill it daily. Therefore, to make IT a strategic business asset rather than a cost center, Synoptek relied on transforming the client's organization upward along the IT Maturity Model.

	LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
MATURITY	Chaotic	Ad-hoc	Awareness	Defined and repeatable	Integrated services	Optimized business partnership
PEOPLE	Random	Fire fighting	Roles and responsibilities defined	Process centric governance	Business focused	Entrepreneurial focused
PROCESS	None	Ad-hoc	Dependent on tools	Repeatable basic automation	Automated, extending beyond IT	Agile, business innovation
TECHNOLOGY	No strategy	Essential tools, poor investments	Defined for each project	Formal policies	Shared services, capacity management	Real-time
STRATEGY	Just survive	Reactive budgeting	Project level budgeting	Metrics, KPI, SLAs	IT costs are managed & monitored	IT business contribution metrics
SECURITY	Hacked	Hackable	Phishing	Ransomware Gang	Nation State Actors	Synoptek Secures

BASIC	STANDARDIZED	RATIONALIZED	DYNAMIC
IT is a cost center	IT is an efficient cost center	IT is a business enabler	IT is a strategic asset

By measuring the development of people, processes, technology, and business strategy, the maturity model serves as a compass to identify the primary areas within the client's IT organization that stand as obstacles to reaching the desired state.

Once the current stage of maturity was evaluated, Synoptek provided a range of IT management and support services from global operations centers throughout North America.

IT Advisory, Management, and Leadership

Synoptek Delivered IT advisory services through an assigned IT leader or virtual client technology officer.

- Evolved the client's IT environment and offered necessary guidance at every phase of the Plan – Build – Run service delivery model.

- Ensured deep involvement across functional teams from the early stages of the engagement, offering much-needed support for consulting, quality control, and issue resolution.

- Identified and managed the steps needed to evolve the client's IT maturity level via Strategic IT Leadership and Management.

- Offered recommendations for a multi-year strategic IT plan and technology roadmap based on service level requirements.

- Conducted periodic business and IT review meetings to offer application, business intelligence, and IT governance recommendations.

Workforce Productivity

Synoptek delivered the ITaaS User service to support the users with a fully functioning 24/7/365 support desk with the knowledge and skill set to support end users promptly.

- Management dashboard access to KPIs.

- Desktop and laptop support with complete assistance for Microsoft applications and operating systems and essential support for non-Microsoft applications and operating systems.

- Secure remote access support with appropriate anti-spam, antivirus, anti-malware, and anti-evasion.

- Onsite reactive support as defined via designated and rebadged desktop engineering services.

Infrastructure Systems and Management

In addition to monitoring and managing the client's systems and desktops, Synoptek offered the required support for local infrastructure and network services that connected various systems. This included:

- 24/7/365 infrastructure management, monitoring, and backup.

- Support for servers, device networking, and circuits.

- Firewall security management.

- Anti-spam, anti-virus, anti-malware, anti-evasion.

- Server patch management.

- Third-party vendor management and escalations.

- Proactive network and systems architecture design services.

- Performance management analysis and capacity planning analysis.

- Monthly ticket reviews to identify proactive measures for future prevention.

Managed Platform Support and Vendor Management

Synoptek has provided a list of services and support capabilities to clarify and deliver on the client's requirements while providing vendor escalation and management where needed.

- First, second, and third-level support for Windows, Office 365, Active Directory, Internet browsers, backup, replication, and network infrastructure.

- Support for routine small service requests and configuration changes such as new account setup, moves, adds, changes, and decommissions for listed applications and vendors.

- Vendor management for third-party systems and services.

Managed Cybersecurity

Synoptek also established security policies to protect the client's environment, people, and data.

- Risk mitigation and next-step recommendations to address ongoing concerns.

- Overall security and risk management strategy addressing industry compliance requirements.

- Security advisory services to evolve the client's security posture.

- Periodic review of current security posture, including policy/procedural documentation, prior risk audits/assessments, prior penetration and vulnerability scanning results, organizational best practices/guidelines, etc.

- Current-state review with a security health check.

Business Benefits

Consistent execution translates into the confidence, uptime, and stability needed to manage a complex IT environment. Synoptek served the logistics company not just as a service provider but as an extension of the organization.

Blending speed, agility, and simplicity, we enabled a total IT infrastructure management solution, helping the logistics company:

- Enable growth and maturity by crafting a robust IT evolution roadmap.

- Ensure the high availability and uptime of local infrastructure and network services that connect internal systems.

- Minimize organizational challenges in scaling and managing information technology infrastructure while reducing costs.

- Get seamless access to best-in-class technology experts, tool sets, hardware, and software.

- Enjoy comprehensive 24/7 infrastructure monitoring and management with supported cloud hosting and multiple backup and disaster recovery scenarios.

- Optimize IT system performance and reliability while creating a predictable and sustainable IT environment.

- Drive agility and scalability by outsourcing critical IT functions and focusing on core business objectives.

- Enjoy dramatic improvements in customer service while reducing the likelihood of future issues and hiccups.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.