



# Case Study: Timco Logistics

## The Problem

Timco Logistics has offered short- and long-haul trucking services to businesses for over 20 years. As a transportation provider, Timco works with a variety of companies across retail, manufacturing, and logistics sectors. Timco spent decades refining its transportation efficiency and customer service outreach, but its IT management was a sticking point.



**“We’re in the trucking business, not the computer business,” says Steve Perry, Safety Director.**

Timco suffered from several performance issues related to its bootstrapped IT environment. Timco relied on third-party providers for many functions across finance, accounting, and more. Because these systems were built on top of one another, Timco’s site performance and speed issues decreased their productivity.

Though needed, managing a full, in-house IT team 24/7 wasn't practical.

To further compound these issues, Timco Logistics was already struggling with IT security problems and had suffered a ransomware breach several years prior. This lack of security coupled with Timco’s ongoing performance issues compelled the company to seek a stronger, more efficient IT system.

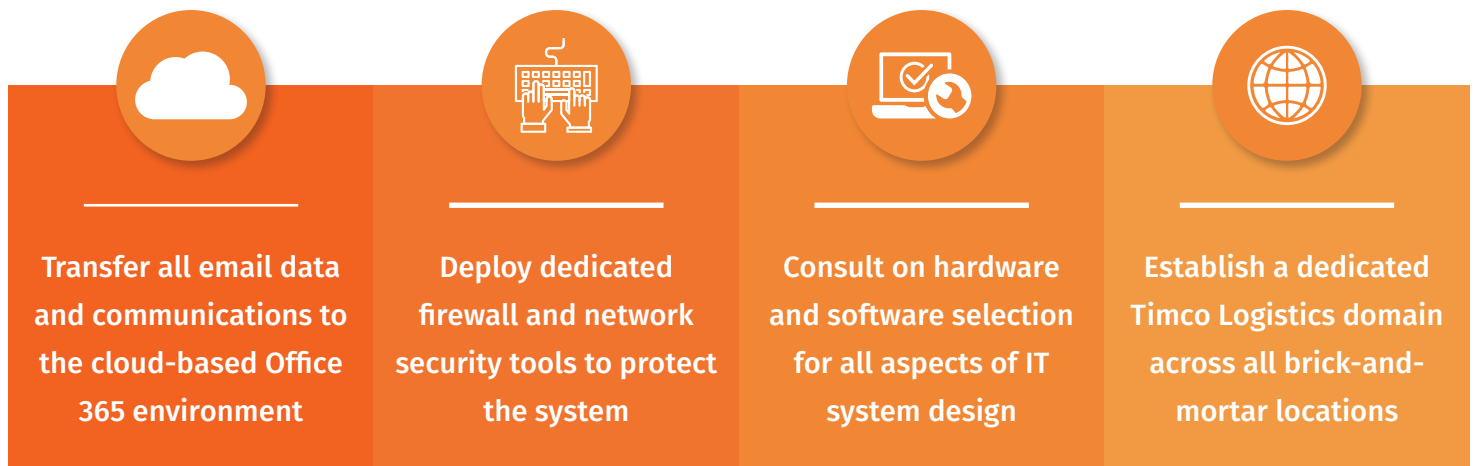
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## **The Solution**

Through a personal contact, Timco Logistics was introduced to highly-acclaimed IT service provider Global IP Networks.

Global IP Networks is a managed IT services provider with over two decades of industry experience. This expertise is what made the difference for Timco. Global IP provided in-depth consulting on Timco's IT ecosystem to determine which solutions would yield the best results.

This consulting revealed several optimizations that would benefit Timco's operation, and each was set up and deployed by Global IP's engineers:




## **The Results**

Backed by Global IP, Timco Logistics gained insight into its IT system, determined its major areas of inefficiency, and received new solutions to boost efficiency and security.

A new Timco Logistics domain provided the company with better data management capabilities, including employee/user access controls and automatic cloud-based data backups. These controls guarantee

that data is accessible to only the right employees and that information is always available, even in the event of on-site hardware failure.



Now, all employees can access email data, records, and communications from any device at any time.



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Additionally, the move to a cloud-based system of email communication boosted Timco's internal efficiency. Now, all employees can access email data, records, and communications from any device at any time. This provides Timco with true omnichannel capabilities for communication.

The more advanced network security features deployed by Global IP also benefitted Timco. Aside from the system optimizations that boosted IT performance, Timco found core value in its partnership with Global IP Networks:

**"All of our buildings are on VPNs. They're all cyber-protected through Global IP. I sleep well at night knowing I won't have those issues anymore," says Perry.**

Overall, Timco leaned on Global IP's expertise and received efficiency-driving

results they couldn't achieve on their own. IT support calls across all 60 of Timco's users were significantly reduced within months of deployment, all at a fraction of the cost of an in-house IT professional.

This blend of cost-effective support and IT efficiency provided two essential benefits to Timco's operation:

- (1) guaranteed stability across all IT systems and
- (2) complete peace of mind that their IT operations were in the hands of a professional.

**"Our mission is to transform, manage and support our client's IT operations into a cohesively robust technology that delivers real economic value, and we are thankful to have the privilege of working closely with TIMCO to achieve that," said Chris Martin, Global IP Executive VP.**