

Freight Management Company Gets Expert Maintenance Support Onsite



Logicalis is an IBM Premier Business Partner and a 2008 IBM Beacon Award Winner. As a global provider of high-performance technology solutions including application services, business information management, enterprise computing, managed services and unified communications, Logicalis provides customers high performance IT solutions and support to create lasting business benefits.

The client

A large, global, logistics and freight management company with 54,000 people in 1000 locations in over 100 countries around the world engaged Logicalis to help them ensure round-the-clock availability of a vital business application.

The challenge

This global logistics and freight management company required reliable, knowledgeable, 27x7, on site technical support a key part of their IT infrastructure. The focus was on two IBM AS/400® midrange servers that were running a mission-critical financial application.

The solution

By teaming with IBM Logicalis, a specialist in aligning IT with business strategy, was able to provide a solution that was superior to the client's initial services provider. The ServiceElite solution provided around-the-clock hardware maintenance performed by a local IBM customer engineer.

The result

Logicalis was able to help the client meet their business challenges by delivering a support solution that gives them confidence that their two AS/400 servers will keep the mission-critical financial application running 24x7. The IBM customer engineer is a local expert with the advanced technical skills and depth of experience necessary to maintain the AS/400 servers and support the high satisfaction of the client.

Logicalis is selected as the IBM Global Technology Services Business Partner of the Quarter for the second quarter of 2008 for this successful engagement.

