

INDUSTRY: Transportation

THE CHALLENGE:

Our client in Lynwood, Illinois started out as a one-truck operation in 1988. Now, with more than 410 trucks, this privately-held firm is one of the fastest growing waste haulers in the country, serving such companies as Waste Management and Republic Services, among others.

For most companies growth forces the hand of technology, and they are no exception. In 2007, the company operated in nine states, compared to its 17 regional locations today, when it first engaged 3Points. According to their controller, technology helped fuel the company's exponential growth that has seen the addition of 150 trucks just over the past two years. "Physically," he said, "3Points has helped us address all our IT needs. Our divisions are across the United States. We have operations everywhere and our IT needs are diverse." Each operating division manager oversees 10 to 50 employees.

With so many offices, control over software and hardware issues has fallen largely in the hands of individual divisions. Computer updates, viruses, data storage, and uniformity of technology best practices all center around individual machines rather than a main network terminal. "For right now, being spread out in remote areas is a huge piece of our challenge," he said.

THE SOLUTION:

Soon, all that will change. 3Points proposed a solution called thin technology that allows companies to gain quick access connection to company files, data and applications residing on one main server—even from remote locations. Today, thin technology is one of the most innovative ways to deliver applications versus PCs, giving companies centralized computing capabilities across the United States. The deployment is scheduled to be completed by Christmas of this year.

"Having them have a direct quick access connection to our company files is a huge help on our end," he said. "With thin client technology, it should make things a lot more uniform. It's like a router box with an Internet connection. 3Points connects a firewall shipped to each remote location, and hooks up a keyboard to the thin client server at corporate headquarters." VPN (Virtual Private Network) technology and Microsoft Terminal Services allow secure access to applications stored on physical servers that act as a private cloud.

He predicts the advantages will be realized immediately. "People will gain access to customer files quicker, and, as an employer, we have the control to say what websites and programs and software they can install. With so many different divisions and different computers, it would be impossible to monitor that otherwise. Each manager has to log into a VPN connection, they dial in on our mail server and our phone system; it's all IT Internet-based."

Continued...

INDUSTRY: Transportation

THE SOLUTION CONT...

Other advantages include greater control of data backup and lower cost of system maintenance over time, largely because of thin technology's centralized management. For example, in the future, upgrades to applications will only have to be done once rather than multiple times at remote locations. This is less costly per computer and simplifies technology. Thin technology requires about a month to deploy. 3Points builds the system in the background so there is no downtime.

Finding innovative ways technology can simplify business operations and spark growth for them is part of the ongoing work 3Points delivers under its Trusted Partner Package. He says, "There's always something that comes up with IT, and our managers need help. A lot overflows to 3Points and their technicians on things beyond our knowledge capability in the day-to-day support for managers. It's been huge. Like helping our guys get set up with phones equipped with email capability. In 2008, we first got an email server so they have the capability, at the touch of their fingers, to communicate with customers. Another area of technology that has helped us is GPS technology – how we track trucks and dispatch the trucks. 3Points helped us configure this with the GPS server."

He adds that regular visits make a difference. "They

come onsite every other month, visit our server, do housecleaning stuff," he says. "The annual audit is where they evaluate our space – our usage and, if at that rate, we can meet the space needs in the future. They identify trends. For example, they identified the thin client system. They saw that part of our business was unique and that we like to have things uniform. Right now we have a mix of devices. We have since found out that our biggest competitor uses this same type of technology."

"They are personable and very responsive. If a manager is having a problem, they call me and if they need further help, then I call 3Points, and then a case is opened. They follow through on who and how it will be handled," he said.

CASE STUDY

3POINTS[®]
GROWING SMALL BUSINESS WITH TECHNOLOGY