NETWORK OPERATIONS BEST PRACTICES

COMPANY:
Roadrunner Transportation Services

USES:
NOC Services

INDUSTRY:
Transportation & Logistics

TRANSPORTATION AND LOGISTICS PROVIDER USES OFFSITE TO STAY AHEAD OF THE GAME

Roadrunner Transportation Systems (RRTS), a leading asset-light transportation and logistics service provider, relies heavily on comprehensive data center solutions to ensure reliability, efficiency and low cost to their customers. The company's continued growth over the last 20 years has placed a greater demand on their IT delivery. In order to meet growing demands and stay ahead of the competition, RRTS partnered with OFFSITE for Network Operation Center (NOC) solutions.

OFFSITE NOC ALLOWS RRTS TO INCREASE FOCUS ON CUSTOMERS, RATHER THAN IT

Being a leader in transportation and logistics requires leveraging many technologies and resources. With more than 35,000 customers, this publically traded company (NYSE: RRTS) needs technology to enable business growth. Completing more than 23 acquisitions in the past 5 years, the business is continually tested from an IT perspective. This growth has also increased the company's need to identify and implement fast, flexible and reliable IT solutions. The challenges associated with delivering cost-effective IT to a fast-growing, transportation and logistics company, can be demanding and complex. OFFSITE NOC allows RRTS to expand and adapt their IT delivery as needed, on the fly – so they can grow without worry.

Jason Geuder, Network Systems Manager at RRTS, faces these challenges head on. He's been with the company for 20 years and has played a key role in guiding IT strategy. Like most companies, one of the biggest challenges facing the IT leadership at RRTS is staffing and getting what Geuder calls, "The right people that fit and can do well at our company." RRTS relies heavily on IT professionals with "deep general knowledge", Jason states. The company needs to manage their resources with great discipline and doesn't adopt the approach of achieving IT objectives with an internal team of pure specialists in any single discipline. Geuder indicates that he builds his team with the breadth of skills needed to "Jump into the fire" as he puts it.

Geuder also compliments the skills of his internal team with partnerships like OFFSITE for NOC services. In this way, the OFFSITE NOC engineers, become an extension of his

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IT team. "Getting into our custom apps is hard to ask a partner to cover," said Geuder. However, he uses the OFFSITE NOC team for smart hands work such as server patch management or even server builds. Geuder states, "We send servers to OFFSITE to be built that don't even stay at the OFFSITE data center. We dispatch them to the field." Having OFFSITE take on this work provides the flexibility and responsiveness that Geuder demands.

Despite the need to keep IT professionals with broad skills on staff, technical gaps can still exist. "It can be costly to hire a system specialist or consultant to fill a part-time role," notes Jason. OFFSITE's NOC team has proved to be the perfect choice to keep costs down while keeping systems up.

OFFSITE NOC SERVICES PROVES THE PERFECT FIT FOR RRTS

For RRTS, choosing the right NOC partner hinged on a few factors. Significant importance was placed on the technical resources available through an OFFSITE partnership. Whether working through networking projects, filling technical voids or adding IT support through the management of server updates, OFFSITE NOC services are designed to adapt and support a broad range of IT needs. This option has proven to be far more cost effective and flexible when compared to hiring expensive system specialists or consultants, only to have them sit idle part of the time.

Availability and quick response time was another deciding factor for choosing the right NOC partner. If a server goes down or additional space is needed, these issues need to be resolved quickly. Jason has found that integrating the OFFSITE

NOC team has been painless. Regardless of the issue, an OFFSITE NOC expert is always available to quickly identify and resolve the problem.

OFFSITE GIVES RRTS A COMPETITIVE ADVANTAGE

For RRTS, ensuring shipments are on-time and accounted for is essential to keeping customers happy. Geuder commented, "When I started with the business we were just 7 locations. Now we are over 100 locations." To keep up with this growth, Geuder indicated, "We face unique challenges every day, new sites, moving locations and making sure we are helping people out in the field. We make commitments to our partners like OFFSITE and we expect them to make a commitment to us by providing exceptional service." Any system delays or down-time can be costly. In addition to handling NOC services, RRTS also utilizes OFFSITE for data centers, high availability and disaster recovery solutions, allowing for 24x7 monitoring and security, easy scalability, and the peace of mind knowing their company is covered no matter what challenges the business poses for IT.

OFFSITE has proven to be a critical partner for Roadrunner Transportation Services. The company can rely on OFFSITE to deliver fast, flexible and cost effective IT solutions needed to give their company the competitive advantage it needs to stay ahead of the competitive game in the transportation and logistics markets.

LEARN HOW YOU CAN BENEFIT FROM OFFSITE NOC SERVICES

Contact our NOC team or check out Off-Site.com for all your company's NOC needs. Or pass on OFFSITE to other companies.