Maintaining Momentum for CTSI-Global

CTSI·GLOBAL

Selection Criteria
- Native IBM i operational background
- Expert experience in private cloud infrastructure
- Inhouse disaster recovery solution with replication

Platform
- IBM i
- Dedicated Private Cloud

Results
- Improved monitoring and upgrading
- Broad and economic operational support
- Overall simplification of process with an all in one monthly solution
- Transformed an immense capital expense into a more manageable operation

Since 1955, CTSI-Global has assisted companies in every aspect of their supply chain process through innovative use of logistics technology. After decades spent building and managing their physical infrastructure and in-house data center operations, CTSI needed to make critical upgrades to their aging infrastructure using the IBM i Power7 and Windows-based platforms. CTSI needed a service provider to help modernize and upgrade their infrastructure and software while also focusing on security improvements. Connectria fortified CTSI's ability to help customers well into the future.

Challenge

CTSI is well known for its advanced logistics capabilities and is headquartered in America's aerotropolis of Memphis, Tennessee; largely considered one of the greatest logistics hubs in the world. With the four R's of rail, river, road, and runway, Memphis secures CTSI's foothold geographically while Connectria stabilizes their need for improved infrastructure. Previously the core of CTSI's business, about 70 percent, was running on the IBM i platform. With limited availability of qualified systems administration and operational experts and a growing global business, CTSI turned to Connectria who could supplement CTSI's existing staff.

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As CTSI's operations continued to expand, their business leadership knew it was time to make fundamental infrastructure upgrades targeting a normal cycle of software upgrades. General patching and maintenance were hard to keep up with due to the size of their internal infrastructure team. What they did not know was the best way to do it, at what cost, and if they had the enough people. "What I would call the typical reasons you consider moving to a managed IT services provider were all very present. I come from a managed IT services background, having worked for these services for 15 years before joining CTSI-Global. The model that Connectria uses, the types of service they offer were all very familiar to me," said Trey Willis, Chief Technology Officer.

Willis further explained, "There aren't very many vendor options that still have a native IBM i (formerly iSeries) platform support and a more modern dedicated cloud type of service. What initially jumped off the page in terms of Connectria was just that. There are a lot of folks that can do one or the other, and others partnering to deliver a hybrid IT solution, but not very many that can do what Connectria can deliver natively with their full-time staff onsite."

Solution

CTSI-Global wanted to work with a managed IT services provider to help them upgrade their aging infrastructure, and one that could supplement our current IT staff. "Connectria was a pretty clear winner and stood out for the majority of the process. During the last few weeks of the RFP they made a very strong presentation both commercially and operationally," said Willis. The organization selected Connectria to manage their entire IT infrastructure environment after heavily entertaining six different possible vendors.

Connectria replaced CTSI's on-site IBM i and Intel environments with an IBM i Cloud and VMware/Intel environment combined with a Disaster Recovery environment with replication and support for recovery time and recovery point objectives. According to Willis, "Connectria was able to clearly identify ownership and responsibility, simplifying the overall process with an all in one monthly solution that provides infrastructure, operating systems, and operational support." With Connectria managing CTSI's infrastructure, their internal infrastructure team was able to focus on sharpening skills and finding areas of opportunity to modernize platforms rather than simply managing the system day to day.

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Trey Willis
CTSI-Global

Results

Ultimately, Connectria helped CTSI-Global save $15,000 per month in overall capital costs including hardware, software, and operational expenses. Connectria's team of seasoned system admins and operational experts provided broad and high value operational support. Without Connectria, CTSI would have had to hire another team internally or to remotely manage their infrastructure, a more challenging and cumbersome process in terms of maintaining consistency.

For success, the project needed to be rooted in a strong relationship and required an expert team with dogged determination. "My favorite part about Connectria is the relationship. I know that when I need something to be done for my business, Connectria is always happy to help; and they really mean that," said Willis. "Operationally, Connectria is like a dog with a bone. They've been with us consistently, side by side, helping to solve any challenge that may arise until they are completely resolved."

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About CTSI-Global

For over 60 year, CTSI-Global has been assisting companies in every aspect of their supply chain process through innovative use of logistics technology. CTSI believes in balancing experience with inquisitiveness, an outlook that has allowed them to stay ahead of the technology curve and on top of industry developments. From superior SaaS solutions to their 20,000-strong carrier network, CTSI-Global helps customers expand capacity, boost efficiency, and save money.

aws partner network

Advanced

Consulting Partner

DevOps Competency

MSP Partner

Healthcare Competency

Public Sector Partner

About Connectria

From Fortune 100 enterprises to medium and small businesses, Connectria provides managed cloud, managed services, and compliant cloud security solutions to more than 1,000 global customers. Working as an extension of each customer's IT team, we deliver technology-agnostic solutions consistently, with depth and breadth of engineering expertise, scalable solutions, and speed to market. Our "No Jerks Allowed®" philosophy includes flexible terms, straight-forward pricing, and custom solutions. With a culture based on integrity and an unwavering employee commitment to treating every customer with a relentless focus on satisfaction, it's easy to do business with Connectria.

NO JERKS JERKS ALLOWED®

Connect with us today

Talk to one of our IT advisors by calling **800.781.7820** or reaching out to us by email: **sales@connectria.com**.

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