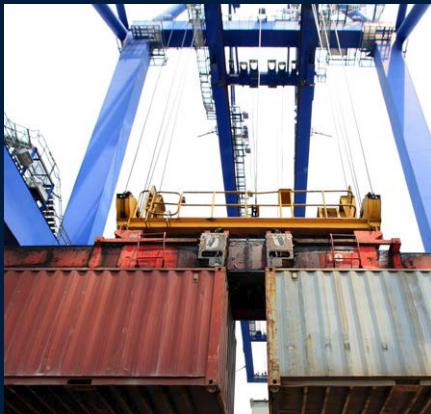


## Success Story



**This international container terminal operating company is one of the world's largest port and terminal operators. The company is ranked the fifth largest container terminal operator.**

## Challenge

This opportunity started with a formal RFP process because the terminal operator was in need of a more flexible and responsive Managed Services provider covering four, very large terminal sites.

VectorUSA was selected because our approach was simple - provide an exceptional level of customer service and communicate with full transparency.

The challenge involved working with our client and the incumbent vendor to migrate IT Infrastructure supported by the incumbent vendor for over 12 years.

## Solution

The four sites are now centrally managed under a single VectorUSA managed services agreement for critical business systems and network infrastructure support.

Typical support includes network security, core network infrastructure, servers, database, storage, video surveillance systems, terminal operations systems, wireless networks, VoIP systems, video conferencing, and data center design.

Daily tasks include firmware updates, hardware configuration and refresh, operating system maintenance, database management, and overall coordination with third parties and end-users.

## Benefit

Our client has seen an increase in the durability of their critical business systems and network.

This has led to a decrease in incidents and outages at the terminals which has enabled each of the four terminals to focus on improving production.

With the help of VectorUSA, our client has been able to reduce downtime and increase overall operational efficiencies.