

Creating a Robust and Reliable Infrastructure

On Time Express Moves IT Operations to OneNeck's Data Center

A ONENECK IT SERVICES CASE STUDY





The Company

In 1997, current president and CEO Bart Wilson purchased ABRE Express, a small cartage company established in 1982. Mr. Wilson transitioned ABRE Express to On Time Express, Inc. and began expanding the newly-formed business. From modest roots, On Time Express has grown in assets over 40 times while maintaining personalized customer service and on-time performance. "Customer retention during this period of growth is a great source of pride and an area where we feel we are unmatched," comments Mr. Wilson.

On Time Express provides services in three major segments:

- Time Critical Airfreight
- Ground Trucking
- International Airfreight and Ocean Services

All services include 24/7 online booking, tracking and reporting capabilities. Using sophisticated applications, customers can receive quotes, prepare bill of lading, schedule pick-ups, track multiple shipments at once, receive delivery notifications via e-mail and view final invoices.

Throughout its history, On Time Express has excelled as a world-class domestic and international logistics provider. The company's drivers continually earn an industry-high 99% on-time performance rating. Another noteworthy achievement includes receiving the Fleet Safety Award from the Arizona Trucking Association two years in a row. In addition, On Time Express earned the prestigious Inc. 5000 award, a ranking of America's fastest-growing private companies by *Inc.* magazine.

The Challenge

On Time Express depends on the 24/7 availability of its IT systems. The very nature of the company's business depends on its commitment to meet customers' shipping deadlines and vigilantly manage their freight. Any system outage would cause On Time Express to fall short of this commitment. The company could not afford to risk losing the confidence of its customers, or worse yet, losing customers altogether.

As the business grew, the company's IT environment struggled to keep pace. System down-time increased and the company's logistics and communications systems – the lifeblood of the organization – had become unreliable. In addition, the existing IT vendor assumed a reactive posture. The vendor responded to outages by fixing only what was "broken" at the time rather than proactively re-designing the environment for long-term stability.

Creating further challenges were the company's multiple sites with different connectivity technologies; some were DSL and some were T1s. The project also





“OneNeck’s ‘always on’ and ‘always available’ mentality has provided us with peace-of-mind and guarantees that we can meet and exceed our customers’ expectations.”

Tim Sisung
Vice President, Logistics
On Time Express

required integrating older and customized software into a new IT environment that would serve multiple company locations.

On Time Express quickly needed to get a handle on its IT operations so current and future operations would not be compromised. The company had to improve system reliability and assure business continuity in the event of any failure. In addition, On Time Express had to re-evaluate its IT vendor relationships to ensure the company received the highest levels of strategic focus, technical expertise and innovative technologies at the most economical cost.

The OneNeck Solution

On Time Express selected OneNeck to re-design the company's IT environment and improve systems availability. As a specialist in the mid-market, OneNeck provided a customized, strategic approach that fit within the On Time Express budget. OneNeck began the project by moving the company's on-site IT operations to a managed hosting solution.

First, OneNeck replaced T1 lines with QMOE (Qwest Metro Optical Ethernet) to improve speed and connectivity. Using QMOE, On Time Express can send and receive large-bandwidth and time-sensitive data across multiple locations. In addition, QMOE provides scalable, secure bandwidth at a relatively low cost.

Next, OneNeck moved key systems to its data center and began several upgrades. The transition team initially migrated Exchange from 2003 to 2007, and then later to Exchange 2010. The company's SQL software was migrated from 2000 to 2005, and ultimately to SQL 2008 R2. OneNeck migrated the company's 2003 Terminal Services to 2008 R2 remote desktop services. In addition, OneNeck created a web server and migrated the On Time Express domain name to RFC compliance.

Finally, OneNeck designed a solution that leveraged Virtual Private Servers (VPS). OneNeck's VPS infrastructure provides a low cost, scalable and flexible infrastructure without the need for hardware life-cycle management. This strategy keeps capital costs for On Time Express at a minimum.

OneNeck now hosts and manages the company's physical and virtual servers, software and web-based applications in one of its state-of-the-art data centers in the Southwest U.S. The data center, developed from industry best practices, allows On Time Express to leverage an IT environment that would otherwise be inaccessible. OneNeck's data centers meet the stringent requirements for Tier 3, SAS70 Type II backed operational facilities. On Time Express leverages a secure, reliable environment maintained by a 24/7 on-site team. OneNeck guarantees specific services with a 99.99% service level agreement.

The Benefits

Migrating to OneNeck's data center provided a wide range of benefits for On Time Express, including:

99.99% Guaranteed Server and Network Availability. By leveraging OneNeck's data center and skilled experts, On Time Express has the comfort of knowing its IT operations are safe and available 24/7. Before the transition, On Time Express experienced power outages several times a month for extended periods of time. Now, the On Time Express IT team doesn't have to focus on day-to-day issues related to infrastructure availability and can instead concentrate on strategically driving the business forward. By moving key services off-site, On Time Express is assured greater business continuity.

No More Hardware Life Cycles to Manage. OneNeck's solution frees up capital to further focus on business initiatives. On Time Express does not need to purchase servers and network gear that depreciate quickly and tie-up valuable capital. The company doesn't have to manage hardware life cycles including support contracts and hardware maintenance agreements on these systems.

Survivability and Redundancy through VPS. OneNeck's VPS solution includes survivability in the event of a single server failure and virtual server instances can be dynamically migrated between the servers with no impact to the customer. This means unplanned hardware failures and planned system upgrades will not impact systems availability or customer applications.

Flexibility and Scalability. Keeping pace with business growth is no longer an issue. Adding server resources such as processors, RAM and disk can be accomplished quickly and efficiently and often within 24 hours. Adding new servers means no longer waiting for hardware procurement and shipping or data center "rack and stack" lead times.

Lower IT Costs. OneNeck's Managed Hosting Solution reduced overall IT costs for On Time Express by providing a fixed, predictable spend for IT infrastructure. In addition, the company has reduced the need for full-time IT employees to maintain its network.

Improved System Performance. In addition to enhanced business continuity, OneNeck improved system speed and connectivity. Plus, the online platform is now more reliable for users to transact business with the company, book and track shipments, and have 24/7 online availability. On Time Express managers can also access information regardless of location or time of day.

Peace of Mind. On Time Express has a partner to help create, monitor and maintain a more robust IT environment. OneNeck not only hosts the On Time Express infrastructure, but manages it with leading expertise, advanced technologies and significant cost efficiencies. The OneNeck solution has enabled On Time Express to operate its business with greater confidence and make sure customers have control of their freight from start to finish. The company can focus on its core business instead of worrying about system down-time.



Company Facts

Organization	<ul style="list-style-type: none"> • On Time Express
Industry	<ul style="list-style-type: none"> • Domestic and International Logistics
Business Challenges	<ul style="list-style-type: none"> • 24/7 availability of IT systems • IT environment keeping pace with growth • Proactively managing the environment for long-term stability • Multiple sites with different connectivity technologies • Integrating older and customized software • Migrating and managing key systems off-site within established budget
User Environment	<ul style="list-style-type: none"> • 50 Users • Worldwide
Application Environment	<ul style="list-style-type: none"> • Microsoft SQL Databases • Microsoft Exchange • CargoWise/ediEnterprise • Web Services • Terminal Services • OCS 2007 R2
Technical Environment	<ul style="list-style-type: none"> • Domain Controller • Terminal Server • File Server • Exchange Server • Web Server • SQL Server



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