

Client Industry – Logistics

Logistics company streamlines IT maintenance across 20 countries, cutting costs and simplifying contract management.

SOLUTION OVERVIEW



Requirement

The client faced high operational costs from OEM maintenance contracts and inefficiencies from managing multiple vendors. They required a cost-effective, consolidated solution with a single point of contact for maintenance services.



Solution

With Evernex's multi-vendor expertise and global reach, the client gained a single point of contact and 24/7/4-hour onsite support.



Services

Third-party maintenance



Location

The Netherlands

ABOUT THE CLIENT

The client is a global logistics and supply chain company, specializing in both freight management and contract logistics.

With operations spanning multiple countries, they manage a vast and complex IT infrastructure, utilizing a wide range of hardware from various OEMs.



THE REQUIREMENT

A logistics and IT infrastructure company faced escalating maintenance costs, complex vendor management, and inconsistent service responses.

These challenges, along with increasing administrative inefficiencies, led the company to seek a solution that would consolidate IT maintenance under a single provider. The objective was to reduce costs, streamline operations, and ensure more reliable and responsive service. They required a solution that would enhance operational efficiency while delivering cost savings.

THE SOLUTION

To address the company's challenges, Evernex delivered a comprehensive IT maintenance solution that streamlined operations, improved service reliability, and generated significant cost savings.

The solution provided:

- Cost Savings & Consolidation:**
By leveraging Evernex's global presence in over 165 countries and multi-vendor expertise, the client successfully consolidated IT maintenance across 20 countries, resulting in annual savings of €320,000.
- Optimized Support & Reliability:**
Evernex delivered enhanced maintenance services for Dell, NetApp, Cisco, and IBM systems, improving reliability and operational efficiency.
- 24/7/4-Hour Onsite Support:**
With flexible service level agreements, Evernex provided 24/7/4-hour onsite maintenance, ensuring quick response times and minimizing downtime.
- Centralized Management:**
A single portal for contract management was implemented, streamlining operations and allowing IT teams to focus on more strategic initiatives.

THE OUTCOME

The successful implementation of this solution resulted in significant improvements across multiple areas.

The company achieved annual savings of over €320,000 on maintenance costs by consolidating services and contracts. Centralizing contract management into a single portal streamlined operations, significantly reducing administrative overhead. The introduction of guaranteed 4-hour onsite support greatly improved response times, ensuring faster resolution of IT issues. With a single point of contact for all IT maintenance needs, including "in-life" contracts, communication and coordination were simplified. Overall, the solution resulted in substantial time savings for both IT and procurement teams, enabling them to focus on more strategic initiatives.

Streamlined Operations

Centralizing contract management into a single portal simplified administrative tasks and improved efficiency.

Cost Savings

The company saved over €320,000 annually on maintenance expenses, reducing operational costs



"Evernex helped us reduce maintenance costs, streamline our contracts, and deliver 24/7 support, ensuring our IT infrastructure runs smoothly across 20 countries."