

# A Well-Known Transportation Services Company Remains Focused on Its Commitment to Quality by Leveraging FirstLight's Engineering Services Agreement (ESA).

## CHALLENGE

This premier transportation organization takes pride in serving its customers with cost-effective, reliable transportation services. Once a small operation, it has developed into multi-site organization with thousands of employees. Its comprehensive transportation services include bus, rail and air travel, supported by an infrastructure of multiple airports, bus garages, train stations, and dozens of buildings. With the expansive growth of its fleet over the past several years also came the realization that it needed to better understand its network architecture. The company sought to improve the reliability of its systems, modernize equipment and applications, and sharpen the view of its infrastructure. This network overhaul would require updated routing and switching solutions, an advanced network monitoring platform for maximum visibility and proactive alerts, and access to a specialized team of experts to design and implement these solutions alongside the organization's technical team.

## SOLUTION

The new, sophisticated technological foundation that this transportation services organization needed to support its operations would require focused management and support to uphold its commitment to quality service. With a diverse set of locations, equipment and requirements, the organization needed to collaborate with a company that offered versatile expertise and trusted guidance. The organization's established relationship with FirstLight as its Cisco Premier Partner and provider for data center, routing, switching and engineering support, made the expansion of the relationship a natural progression. "FirstLight had preexisting knowledge of our architecture, as well a diverse set of specialized engineers," said the transportation organization's Chief Information Officer. "I felt confident entrusting them with the transformation and management of our infrastructure to parallel the growth of our organization."

## EXECUTIVE SUMMARY

### INDUSTRY:

- Transportation

### CHALLENGE:

- The organization's quick pace of growth created the need to transform its architecture to better serve its clients, which required access to knowledge experts and engineering support.
- Due to rapid growth, the organization had limited visibility to its extensive network assets and how they were performing.
- The organization needed to modernize equipment and applications to enhance its architecture and provide a higher level of efficiency and quality.

### SOLUTION:

- The transportation services organization has deepened its relationship with FirstLight by enhancing its existing Engineering Services Agreement (ESA) with FirstLight to include dedicated resources and expanded on-site and remote support.
- FirstLight created a customized SolarWinds® monitoring dashboard, which allows tailored reporting and alerts to suit their specific needs.

### RESULTS:

- The organization has increased its efficiency and number of concurrent projects throughout its enterprise.
- The addition of dedicated engineering resources, paired with FirstLight's Cisco Premier Partner status, has afforded access to the expertise and manpower necessary to refresh its core infrastructure.
- The organization anticipates the expansion of its relationship with FirstLight to build out a long-term road map and standardize the systems across the organization as it continues to grow.

The organization enhanced its existing Engineering Services Agreement (ESA) with FirstLight to include a full-time, dedicated, on-site Senior Network Engineer to focus on internal initiatives across all departments, as well as a second dedicated Senior Network Engineer two days a week to provide both on-site and remote support. Its refreshed ESA took greater advantage of FirstLight's break/fix support and included regular RISC, security and network health check assessments to maintain the quality and security of its environment. Also included in its increased support model was the creation of a customized SolarWinds® monitoring platform, allowing the company to tailor reporting and alerts to its specific thresholds, along with 24x7 proactive network monitoring, patch management and advanced reporting.

In addition to its extensive ESA, the organization also leverages FirstLight's low latency, high performance fiber optic network for Internet connectivity. This not only simplifies vendor relations with a primary, trusted resource, but also ensures end-to-end quality for its complex solutions.

### RESULTS

Augmenting its ESA with FirstLight has enabled the company to improve efficiency and increase its number of concurrent projects, including the implementation of refreshed Cisco-based routing, switching, wireless and security solutions. Direct access to specialized engineering staff has given the transportation services organization the knowledge base to answer complex questions and tailor solutions to its distinct requirements. Given the rate of change the transportation industry is experiencing, this organization is contemplating deepening its relationship with FirstLight to keep pace with its transformation strategy. It plans to build out a long-term roadmap for all systems, evaluate the life cycles of equipment, and consolidate and standardize systems across the enterprise. Its customers have positively responded to the enhancements, which amplifies the company's motivation to continue its evolution.

#### ABOUT FIRSTLIGHT

FirstLight's Advanced Technologies Group provides cutting edge, Cisco-based technology such as managed services, managed products, monitoring, hosted video conferencing, network evaluation, hardware from Cisco and more. FirstLight also provides a full complement of cost effective, high quality, scalable telecommunications services, including private line, high speed Internet access, data center, cloud, managed and voice services to retail and wholesale customers throughout the Northeast.