

IT Expert Services – Transform Operations with Predictable IT Costs and Boosted Productivity



CLIENT BACKGROUND



A young, dynamic, and growing company, this marine transportation firm provides highly personalised freight service – one based on building strong and lasting partnerships with customers through a fair, transparent, and flexible approach to business.

CASE STUDY AT A GLANCE



CHALLENGES	<ul style="list-style-type: none"> • Finding a managed IT service provider within budget and SLA scope • Freight management was impacted due to IT downtime and unresolved issue
FUJIFILM BUSINESS INNOVATION SOLUTIONS	<ul style="list-style-type: none"> • IT Expert Service which is a comprehensive managed IT support which includes proactive IT monitoring. It provides helpdesk, desktop, server, printer, and network infrastructure support.
BENEFITS AND RESULTS	<ul style="list-style-type: none"> • Improved operational efficiency and productivity • Reduced downtime with clear SLA and reliable IT support • Better cost management through transparent pricing

THE CHALLENGE



A young company navigating the ever-changing seas of the shipping industry, this marine transportation firm manages a growing cargo fleet. Their mission is to ensure on-time, problem-free delivery for every shipment. Any potential disruptions in freight transportation caused by IT issues will indirectly impact their business.

This marine transportation company embraced digitalization for operational efficiency from the start, adopting an asset-light strategy.

This included outsourcing their IT infrastructure, a complex task for an internal team. By partnering with an IT expert, they aimed to achieve robust security and optimized operations, allowing them to focus on their core business.

Unfortunately, They faced challenges with their current IT vendor support. For example, response times were slower, and this meant a breach of the pre-agreed Service Level Agreement (SLA). Additionally, technicians lacked sufficient knowledge, often relying on service guides to resolve issues, leading to delays to uptimes. Requests lacked transparency, with no way to track their progress.

Beyond service issues, they also faced unpredictable expenses. Monthly subscription fees were compounded by ad-hoc charges for each service activation. This made expense management and budget allocation difficult.

The lack of IT visibility and delayed issue resolution could disrupt the freight management. Thus, this marine transportation company needed a new solution.

THE FUJIFILM BUSINESS INNOVATION SOLUTION



Recognizing the potential disruption of ongoing IT challenges, the firm sought for a better solution. This led them to FUJIFILM Business Innovation's IT Expert Services.

The service includes a team of IT experts who proactively monitor the firm's IT systems, identifying and resolving issues that could impact efficiency, from daily maintenance to major breakdowns. The service also includes remote IT Helpdesk and comprehensive endpoint device coverage (laptops, desktops, network devices, servers, etc). By combining regular maintenance and monitoring with clear SLAs for remote and onsite support, this marine transportation company minimizes downtime and ensures prompt, reliable service delivery.

With an SLA of 30-minute response time from Helpdesk for remote support and next-day onsite assistance, they eliminated the frustration of waiting on unresponsive vendors.

In addition, FUJIFILM Business Innovation's IT expert are knowledgeable and equipped with the skills to resolve issues efficiently, giving the marine transportation firm peace of mind and greatly improved operation productivity.

FUJIFILM Business Innovation's IT experts also manages vendor relationships, handling issues like network problems or device failures directly with their vendor. This frees up their employees from having to contact these vendors themselves so that they can focus on their core responsibilities.

In addition, IT Expert Service offers a fixed monthly subscription to support and mutually agreed SLAs. Support is provided within business hours with no hidden fees, ensuring predictable expenses and simplified budget management.

THE BENEFITS



Significant improvements in both operational efficiency and employee productivity

FUJIFILM Business Innovation's IT Expert Services have transformed this marine transportation firm's operations. The solutions have driven significant improvements in both operational efficiency and employee productivity. Regular maintenance and monitoring, combined with clear SLAs for remote and onsite support minimize downtime and ensure prompt, reliable service delivery. This frees employees to focus on their core tasks with IT disruptions.

Greater IT expense visibility

The organization also benefited from greater IT expense visibility, using a fixed monthly subscription, leading to improved cost management. This empowers their management to make informed decisions and allocate IT budgets more efficiently.