Corporate IT Solutions

FirstFleet, Inc.

FirstFleet is a national trucking company with 47 sites ranging in size from one employee to 30. FirstFleet has 2,300 drivers and manages their network from the transportation company's headquarters in middle Tennessee.

Situation

As one of the first clients for Corporate IT Solutions, FirstFleet was interested in a broadband backup solution for the company's MPLS network. After the initial project, CIS began supporting the company with billing services and monitoring for a portion of their locations.

"We got spoiled having CIS handle those sites. I had to manage MPLS internally, so I know how much time it takes," said Adam Bond, Systems Manager.

Challenges

FirstFleet then launched a significant network upgrade that involved moving away from MPLS to dual broadband connections for both primary and backup service. In that process, CIS recommended cellular sites where a wired solution was not available as well as the Cisco DMVPN solution.

"The cellular worked better than expected, and combined with the Cisco hardware it's been easy to add more sites and manage them," said Bond. "The CIS solution scales easily for us."

> *"Having CIS dealing with Telcos is a big benefit for me personally. I sleep much better because I know they have taken care of any issues proactively. With CIS I get to work on projects that move our business along versus maintenance on the network."*
>
> **Adam Bond, Systems Manager**

Solutions

With a design provided by CIS, Bond's team is able to configure network hardware themselves. In addition, CIS provides FirstFleet with implementation support and acts as remote hands for remote site-based requirements.

Goals achieved

- Increased bandwidth to most locations
- Increased the number of sites with high-speed redundancy
- Lowered support cost
- Lowered monthly cost ($40K in cost savings per year)
- Created a single point of contact for all networking issues

CIS Professional Services

- Engineering services
- CIS Field Service Technicians for hardware installation

CIS Implementation Services

- Qualified all sites for DSL, cable, and T1 options
- Set up selection and procurement of selected options
- Installed T1's where dual broadband (DSL/cable) was not available

CIS Management Services

- Bill management, delivering a single bill for all locations
- Data center and head-end monitoring
- Primary and backup network management and support (break/fix)
- Field Service Technician support service on demand