Why MC Express outsourced its IT services to Kalmer Solutions

KALMER SOLUTIONS

MANAGED IT SERVICES

How bringing in an external IT provider lowered the company's IT costs

CLIENT DETAILS

- Long haul trucking
- 48 state delivery services
- Fleet of 100 trucks
- 24/7 operations
- Over $20 million in annual revenue

HIGHLIGHTS OF CUSTOMER CHALLENGE

- Control rising Internet and IT-related costs
- Protect against security concerns, such as ransomware attacks
- Need to quickly solve software and IT issues across its fleet

SOLUTION HIGHLIGHTS

- Support and manage staff working on site or remotely
- Provide CIO services and support as the company grows and expands
- Handle day-to-day and mission-critical IT needs

MC EXPRESS LLC

MC Express LLC, which started with two trucks in October 1994, has been serving the shipping industry as an irregular route carrier for almost 30 years. The licensed and bonded freight shipping and trucking company runs its business from Jonesboro, Arkansas, where it also maintains an 80,000 square foot warehouse. It provides shipping to 48 states on 53-foot van trailers with electronic logging and GPS tracking on all shipments, and offers single driver and team service as well as established trailer pools.

The Business Challenge

Long haul trucking is a challenging business, as there are many moving parts to manage and track over vast geographic areas. MC Express has more than 100 trucks and drivers delivering goods across 48 states. Mobile technology makes it possible to track individual trucks and see where any piece of freight is located anywhere within the continental United States.

However, with so many trucks and drivers, there's a lot that can go wrong. The Internet or telephone systems could go down, or the software and its systems could malfunction. It can be very costly to manage or repair all the different systems that must work together to track all of its trucks and shipments.

Given MC Express' reliance on technology, there are also significant security concerns. The biggest fear is that someone would hack into the company's systems to access or steal its data. In February 2021, MC Express was hit with a worst-case scenario: a ransomware attack.

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THE SCARY PART IS THAT YOU COULD LOSE SEVERAL MILLION DOLLARS IN RECEIVABLES BECAUSE SOMEONE CORRUPTED THE DATA AND YOU CANNOT ACCESS IT," SAID CHUCK MITCHELL, PRESIDENT, MC EXPRESS. "WHEN WE WERE HIT WITH THE RANSOMWARE ATTACK, KALMER SOLUTIONS ENSURED WE WERE ABLE TO FUNCTION BY THAT AFTERNOON. THEY GOT US BACK UP AND RUNNING, WHICH WAS HUGE FOR OUR BUSINESS, AND WE DID NOT HAVE TO PAY A RANSOM."

Kalmer Solutions:

REDUCING COSTS AND MAINTAINING IT SYSTEMS

MC Express has been working with Kalmer Solutions since December 2015. In addition to maintaining its security and managing its software and systems, Kalmer Solutions has helped MC Express to reduce its IT costs. For example, they switched the company from a traditional telephone and Internet system to fiber optic voice over IP (VoIP). Not only was the switch seamless, it reduced Internet costs by almost half.

Kalmer Solutions is currently analyzing the potential of moving MC Express to cloud-based software. They are comparing the relative costs and benefits of cloud-based solutions versus maintaining and upgrading the existing virtual servers. They're also looking at how the change would affect security and access, which are important to the business.

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KALMER PROVIDES ME WITH MONTHLY REPORT CARDS ON WHAT MY SYSTEMS ARE DOING," SAID MITCHELL. "THEY LET US KNOW IF THERE ARE ANY CONFLICTS, AND INCLUDE A BREAKDOWN OF OUR SERVER AND WORKSTATIONS. IF SOMEONE'S ANTIVIRUS SOFTWARE IS OUT OF DATE OR AN INDIVIDUAL HAS VISITED A WEBSITE THAT IS A PHISHING THREAT, THEY LET US KNOW. THEY'VE EVEN WORKED WITH OUR WEBHOST WHEN CUSTOMERS COULDN'T ACCESS OUR WEBSITE."

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The Results:

IT SOLUTIONS FOR A MODERN WORKFORCE

Kalmer Solutions helped MC Express to achieve its goals by:

HANDLING DAY-TO-DAY IT NEEDS: Kalmer Solutions took care of all IT needs, from solving software-related issues to maintaining Internet security. They provided MC Express with a comprehensive and cost-effective IT service and support package that covered all of its IT needs.

CONTROLLING IT-RELATED COSTS: Kalmer Solutions switched MC Express to voice over IP, which cut the company's Internet costs by half. They also analyzed the costs and benefits of switching to cloud-based software.

CONDUCTING MONTHLY REVIEWS: Kalmer Solutions performed regular reviews of MC Express' systems and provided them with monthly scorecards. They identified potential security and system conflicts and determined where the company could make improvements in its processes.

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I VIEW MIKE WATSON OF KALMER SOLUTIONS AS MORE THAN AN OUTSOURCED CIO SOLUTION; I CONSIDER HIM PART OF OUR TEAM," SAID MITCHELL. "THEY'RE ALWAYS LOOKING OUT FOR US, THROUGH A DEDICATED ACCOUNT MANAGER, AND MAKING SURE THAT EVERYTHING IS WORKING CORRECTLY. THEY ARE OUR IT DEPARTMENT."

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Best Practices Used

Kalmer Solutions employed the following best practices when working with MC Express:

✓ Ensured security and protection of systems and data

✓ Handled day-to-day IT services

✓ Supported and managed drivers and staff

✓ Provided monthly reporting and scoring on company's systems

Kalmer Solutions is a managed IT services provider for the modern workforce. Whether it's compliance support for FFIEC, HIPAA, or PCI, technology upgrades to help businesses with cloud services, or implementing modern workforce solutions. Kalmer Solutions' services enables clients to achieve compliance, measure efficiency, and promote accountability. Contact Kalmer Solutions today to learn how we can help you.

We'd love the opportunity to visit with you about your needs and goals.

BOOK A CALL WITH THE KALMER TEAM