



CASE STUDY

BOOSTING PRODUCTIVITY WITH MANAGED IT SERVICES FOR A LOGISTICS COMPANY

CLIENT OVERVIEW

A mid-sized logistics company with 50 agents, specializing in freight forwarding and supply chain management.

THE PROBLEM

Without a dedicated IT team, non-IT employees were forced to handle technical issues on their own. This led to **frequent downtime, slower workflows, and reduced productivity** across departments. The lack of professional IT support also created risks around system reliability and efficiency.

THE SOLUTION

The company partnered with **Agile Pro Solutions (APS)**, a trusted **Managed Services Provider (MSP)** with proven expertise in IT Help Desk support. APS provided a dedicated support structure to ensure fast issue resolution, proactive system monitoring, and improved computer performance allowing employees to stay focused on their core responsibilities.

SERVICES PROVIDED

- **IT Help Desk** – Responsive support for day-to-day technical issues.
- **Computer Performance Monitoring** – Proactive identification of potential problems.
- **Computer Management** – Regular updates, maintenance, and troubleshooting.



RESULTS

- **90% faster issue resolution**, significantly reducing downtime.
- **Reduced burden on non-IT staff**, freeing them to focus on logistics operations.
- **Improved results across departments**, driven by more reliable systems.

