

CLIENT OVERVIEW

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

THE PROBLEM

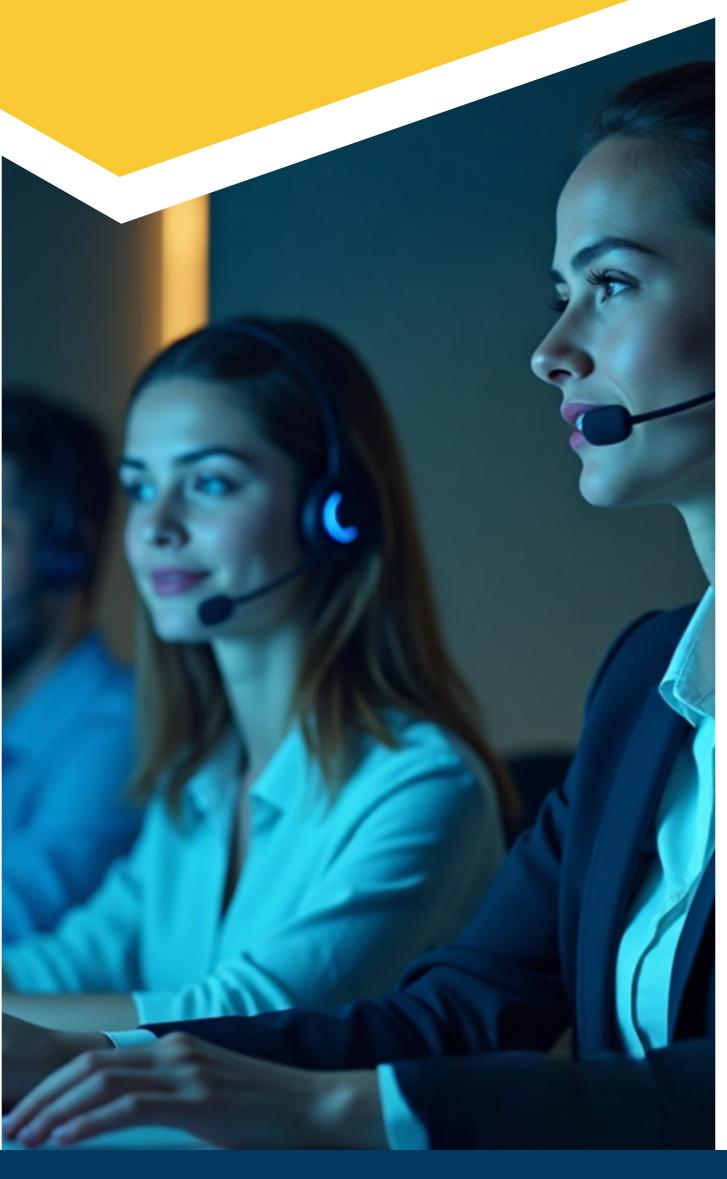
Without a dedicated IT team, non-IT employees were forced to handle technical issues on their own. This led to frequent downtime, slower workflows, and reduced productivity across departments. The lack of professional IT support also created risks around system reliability and efficiency.

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.