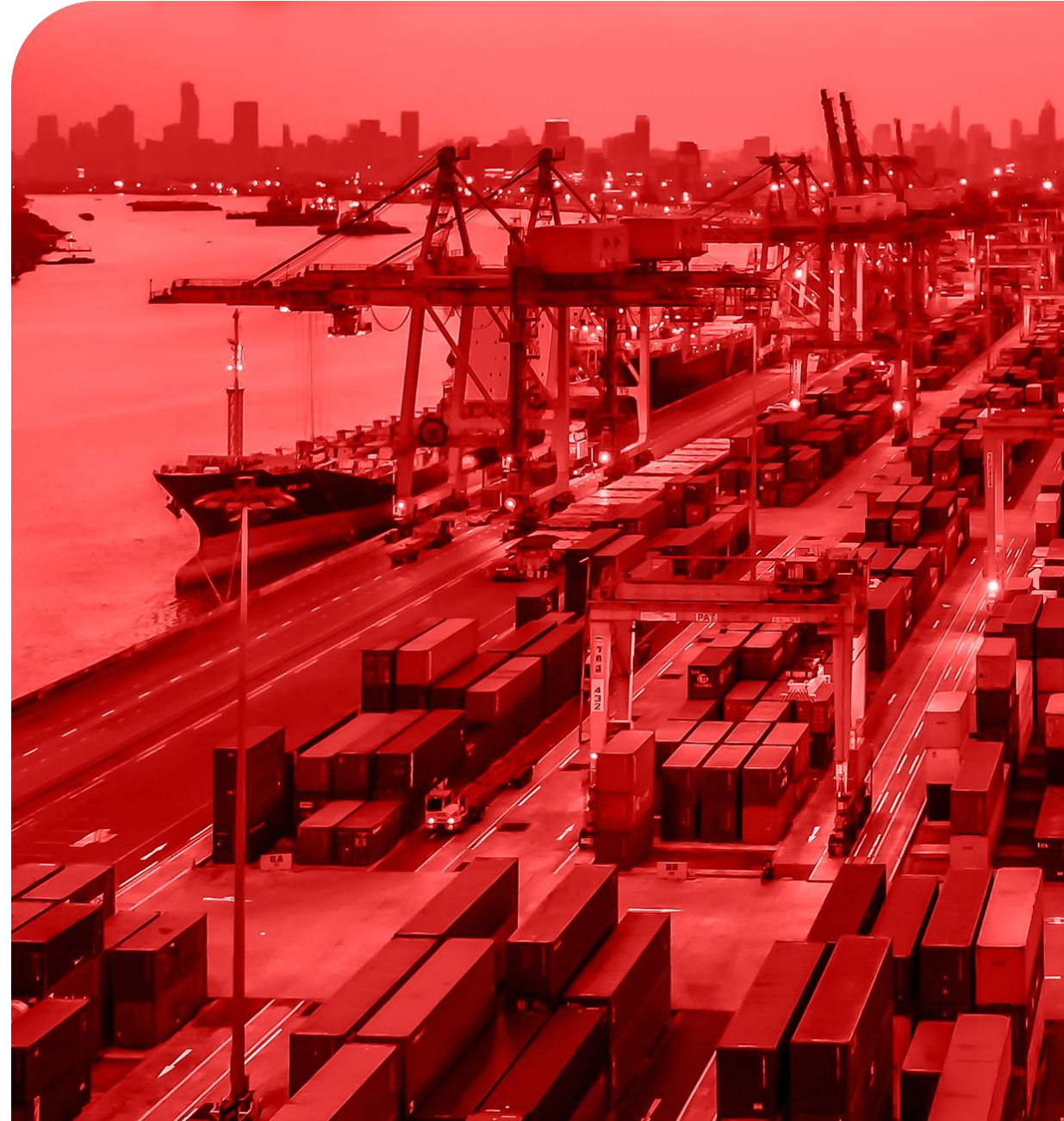


Case Study

# End-to-end IT Transformation for a Leading North American Logistics Provider



# Customer Overview



## Customer

A leading North American Logistics Provider



## Profile

The logistics provider offer freight, parcel, warehousing, and consulting services.



## Industry

Transportation & Logistics



## Services

Full IT Infrastructure Outsourcing (ITO) | Virtual Chief Information Security Officer (vCISO) Services | IT Leadership, Governance, and Change Management | Helpdesk and End-user Support

# Business Need

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As the organization expanded its digital capabilities and logistics footprint, it faced increasing complexity across its IT landscape. The client partnered with Synoptek to address several strategic challenges:

- The company needed to stabilize and modernize a highly complex hybrid IT environment spanning on-premises data centers, multiple cloud platforms, and more than twenty office locations.
- Legacy systems and fragmented infrastructure were creating operational risks, increasing technical debt, and driving up infrastructure maintenance costs. The client sought to reduce these risks while improving system availability, security, and overall resilience.
- Leadership required enterprise-grade IT governance and operational processes that could support business growth without slowing down innovation.
- The organization also aimed to enhance its overall security posture by implementing stronger controls and best practices. Addressing and reducing existing vulnerabilities was a key priority to safeguard sensitive data and maintain compliance.

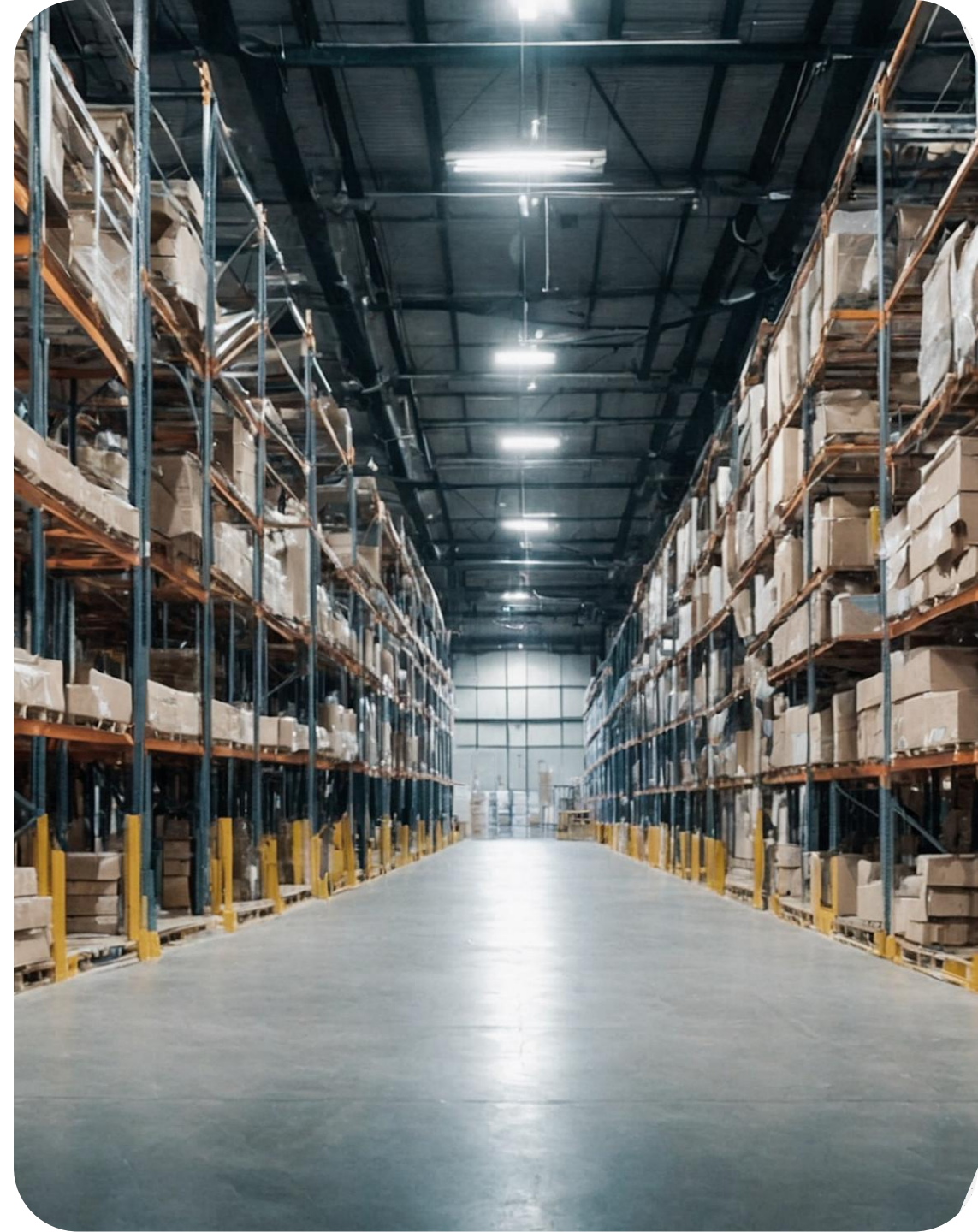


# Solution and Approach

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Synoptek partnered with the logistics provider to deliver a comprehensive IT transformation program, modernizing the organization's infrastructure while enabling greater agility, resilience, and digital innovation across its logistics operations.

- Implemented a full IT Infrastructure Outsourcing (ITO) model to stabilize enterprise IT operations, delivering continuous monitoring, proactive management, and ongoing optimization across both on-premises and cloud environments.
- Established robust IT leadership and governance frameworks, including vCISO services, to strengthen the organization's cybersecurity posture, enforce industry best practices, and enable informed, strategic technology decision-making.
- Modernized the hybrid infrastructure by accelerating cloud adoption and deploying scalable, high-performance environments capable of supporting increasing logistics volumes and evolving business needs.
- Standardized IT processes and introduced automation across infrastructure and application support functions, reducing operational complexity, improving service consistency, and enhancing overall efficiency.



# Business Benefits

Synoptek delivered measurable, enterprise-wide impact by modernizing IT operations and strengthening security, enabling the organization to operate with greater efficiency, resilience, and scalability.

**99.99%+** platform

availability, ensuring uninterrupted performance for mission-critical logistics systems

Reduced operational risk and legacy dependencies through infrastructure modernization, cloud migration, and disaster recovery implementation

**\$15M+** in potential cost

savings through optimized service delivery and operational efficiency

**85%** reduction in workstation

vulnerabilities and **60%**

reduction in server vulnerabilities, significantly strengthening security posture

Improved productivity and service levels through automation and standardized IT processes

Transformed IT from a cost center into a **strategic driver of agility and competitiveness**

Established a **future-ready IT and data foundation** to support advanced analytics and AI-driven innovation

## About Synoptek

Synoptek is the first IT Managed Experience Provider (MxP™), delivering AI-enabled automation, strategic modernization, and experience-led outcomes. Its services span Cloud and Agile Infrastructure, Business Applications and Platform Development, Customer and Employee Experience, and Cybersecurity. With a business-first approach and a global delivery model, Synoptek helps organizations optimize operations, accelerate transformation, and achieve measurable results—guided by a culture rooted in growth, ownership, inclusiveness, and philanthropy.



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