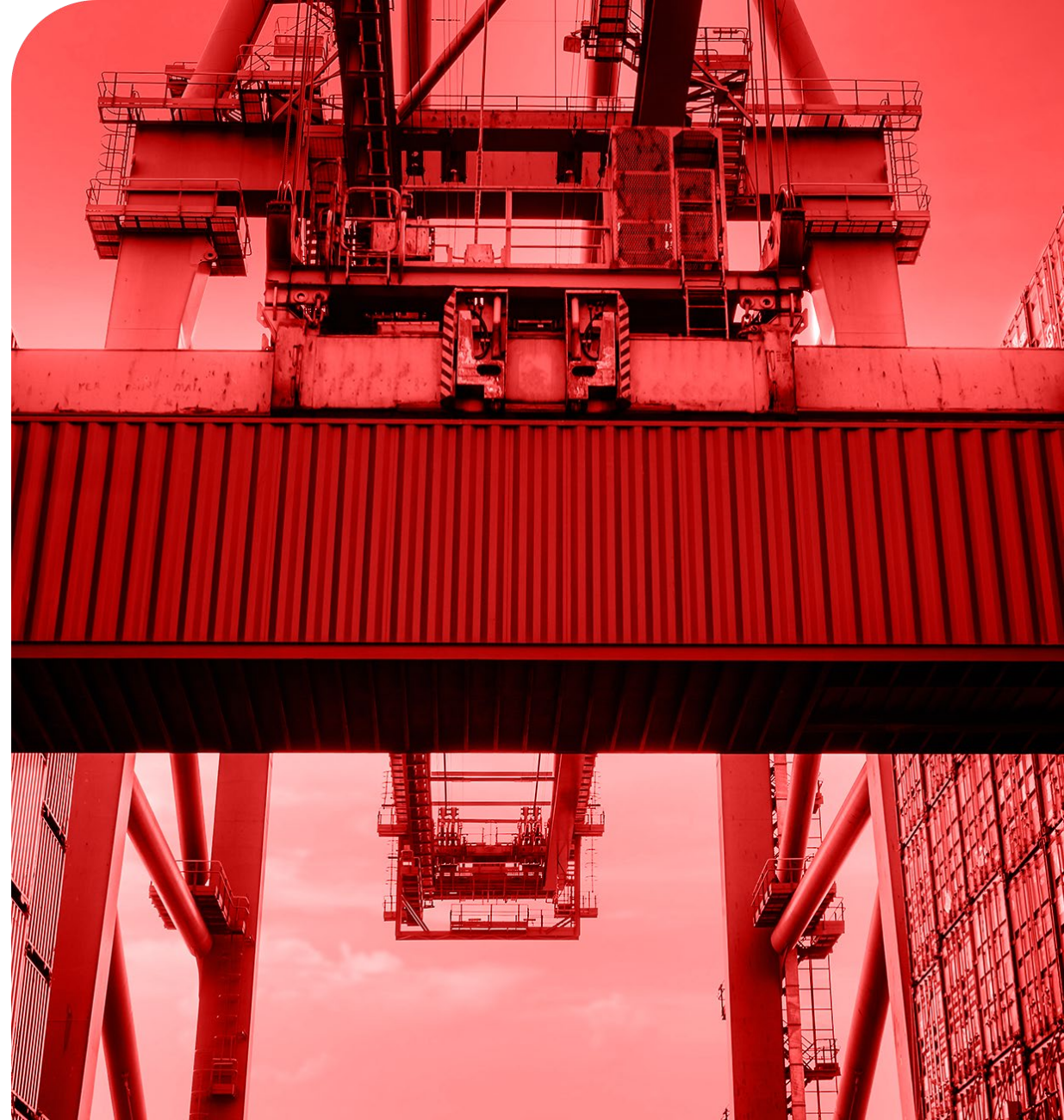


Case Study

# End-to-End Digital Transformation for a Leading Transportation & Logistics Provider



# Customer Overview



## Customer

A leading North American Logistics Provider



## Profile

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



## Industry

Transportation & Logistics



## Services

Full IT Infrastructure Outsourcing (ITO) | Virtual CISO & IT Security | IT Leadership & Governance | Helpdesk & End-User Support | Application Management & Modernization | Agile Delivery | QA & DevOps | Cloud Optimization | ITaaS | CI/CD

# Business Need

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The client engaged Synoptek to address a set of evolving business and technology challenges spanning both IT operations and application development:

- 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.
- Required enterprise-grade IT governance, cybersecurity leadership, and operational frameworks to support business growth without introducing risk.
- Required 24x7 application support and acceleration of digital modernization across mission-critical logistics systems.
- Faced increasing pressure to enhance platform stability while reducing incident response time and operational overhead.
- Needed to replace fragmented legacy systems with scalable, cost-efficient technology architecture.
- Sought to improve development velocity and delivery agility to respond quickly to business needs across 5+ business units.
- Wanted to build a future-ready digital foundation to support platform expansion, innovation, and evolving customer demands.



# Solution and Approach

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Synoptek implemented a comprehensive digital transformation program, serving as a single strategic partner across both IT operations and application development to modernize the client's entire technology landscape:

- Implemented full IT Infrastructure Outsourcing to stabilize enterprise IT operations with 24/7 monitoring, management, and optimization across on-premises and cloud environments.
- Established vCISO services and IT governance frameworks to strengthen cybersecurity posture, enforce operational best practices, and guide strategic technology decisions.
- Standardized helpdesk and end-user support processes, improving service consistency and reducing operational overhead across 20+ locations



# Solution and Approach

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- Deployed a 50+ member team providing end-to-end application support across routing, tendering, billing, onboarding, and other key operational workflows – tailored to each mode (FTL, LTL, drayage, managed transportation)
- Delivered targeted modernization initiatives by re-architecting legacy applications using .NET Core, microservices, and modern front-end frameworks to improve agility and reduce maintenance costs
- Migrated high-impact services to a hybrid cloud environment, enabling infrastructure flexibility and cost optimization
- Implemented CI/CD pipelines and DevOps automation to streamline deployments, reduce release errors, and accelerate time-to-market
- Embedded Agile delivery squads across multiple business units, enabling faster product delivery and reducing coordination bottlenecks



# Business Benefits

The engagement delivered measurable gains in platform reliability, cost efficiency, and delivery speed across both IT operations and application development.

99.99%+ platform availability for mission-critical logistics systems	\$15M+ in projected cost savings through optimized technology delivery	Stable, uninterrupted operations across all multimodal logistics lines	Improved incident resolution efficiency with proactive monitoring
	Scalable digital freight platform positioned for future growth and innovation		Stronger reliability for time-sensitive functions like drayage dispatch
Faster software delivery cycles through automation and Agile			

## 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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