

# Trucking company fuels expansion, minimizes costly delays with managed network

## How a thriving enterprise can achieve rapid growth with a fully modernized network

An established and growing trucking business that operates several hundred trucks across a wide section of the United States acquired five new terminals when they purchased another trucking firm. This move expanded both their operational capacity and their IT service responsibilities.

The new terminals had an antiquated legacy network incompatible with the IT system the trucking firm was using elsewhere in their shipping network. Streamlining service oversight and providing adequate cybersecurity capabilities to the new terminals were challenges that needed to be addressed immediately. The company's IT director readily embraced these tasks, knowing he had a critical service partner to count on.

“When you think about the global supply chain, we're a part of that. And when one part falls down, obviously everything downstream of that and upstream of that's impacted. It's important we stay sharp for the greater good.”

- IT Director, trucking company

## Deadline: fifteen days

Time is money in the trucking business, and never more so than during a nationwide crisis when reliable shipping options are both critical to the national economy, and operating under the constraints of a health crisis.

“We had to grow our IT infrastructure and our capabilities to meet the demands of our business, and subsequently the demands that our customers have for us to deliver their freight on time,” explains the trucking company's IT director.

The company realized early on that for their acquisition to be successful, the transition had to happen fast. They asked Spectrum Enterprise to get their five new terminals loaded into their network in fifteen days, a quarter of the usual turn-up time for network delivery.

“These were very aggressive deadlines we needed to meet,” the IT director says. “We needed the hands-on support of our managed network service partner.”

The director was particularly pleased with his Spectrum Enterprise account manager: “He's been paramount in our success,” the IT director notes. “He's definitely an advocate for us and he's a great partner to have.”

After consultation and logistical analysis, it was agreed to prioritize the two most important terminals and get them synched to the rest



A growing trucking company asked Spectrum Enterprise to synch up their connectivity network with newly acquired terminals in just 15 days. Working weekends and evenings, the Spectrum Enterprise team of managers and technicians made sure the terminals were on line in time.

### Client profile

#### Company

Trucking Company

#### Industry

LTL and OTR Trucking

#### Services

Managed Network Edge  
Dedicated Fiber Internet (DFI)  
Managed WiFi

of the trucking company's network in that fifteen-day timeframe. The former network would be completely gutted, while new firewalls, switches and access points were designed, built and installed.

### Overview

- A multi-state trucking business needed a modernized managed network that could scale up to keep pace with expansion and business growth.
- Spectrum Enterprise installed networks for two newly acquired trucking terminals within fifteen business days (normal timeframe is sixty days).

### Outcomes

- Spectrum Enterprise delivered a fully supported network solution with improved security, with Managed Network Edge and Dedicated Fiber Internet (DFI).
- Critical system uniformity was established across the multi-state area of operations served by the trucking company.
- The company is able to manage higher demand and satisfy client needs during a time in which external conditions are creating great challenges and added stress.

### Why it matters

- The new network facilitates smoother operations and improved capacity across the trucking company's large area of operations.
- With a managed network, the company's IT group can now focus their time on enhancing security and enabling digital transformation, rather than problem-solving network issues.
- The trucking company now has the scalable, secure network architecture needed to support anticipated growth.



The company services several states now, and expects to go even further in the future. In Spectrum Enterprise, they have a technology partner “that’s going to allow us to expand and grow,” the IT director says.

### Meeting the need for speed

The account manager recommended setting up the new terminals with the Spectrum Enterprise [Managed Network Edge](#) solution, supported by [Dedicated Fiber Internet \(DFI\)](#) and [Managed WiFi](#).

Working weekends and evenings, a team of Spectrum Enterprise technicians and managers were able to get the two new terminals synched up to the trucking company's network within the agreed-upon timeline. Once that was finished, the other three terminals were then gradually brought online, too.

The complete updating of network firewalls raised the level of security across the enterprise. Fitting out a ten-site Managed Network Edge network also required multiple switch and application installations as well as Managed WiFi service, which provides the company with SD-WAN capabilities.

Uniformity and reliability were also critical to the project's success. Outages and the accompanying need for long service calls, a source

of frustration in the past, have been significantly minimized with Spectrum Enterprise 24/7/365 support and a service-level agreement (SLA) providing 99.99% availability.

“Four hours of downtime for us at any given time is crippling,” the IT director says, noting that physical locations managed by the trucking company are spread out many hundreds of miles across several states. Time and effort required to repair a lost networking connection can require a “scramble drill” by members of the IT team — sometimes located as far as ten hours' drive away — to get the full system back up and running. Having Spectrum Enterprise technicians on call with nationwide reach and the ability to support Managed Network Edge quickly and effectively makes for a clear service preference.

### Spectrum Enterprise as a partner

Over the years, the IT director has found the need to meet higher service demand handled seamlessly

through their partnership with Spectrum Enterprise.

“Why do I want to manage four different vendors, four different people, have four different numbers to call when we can run it all through one place that works at an enterprise level and can support us nationwide?” he asks.

In designing for future needs, the IT director finds Spectrum Enterprise willing to suggest different ideas in terms of service architecture. “They certainly know some things we don’t know, but we collaborate on it,” he says. “I know they have ideas on what we can do to be ready for the future. And at the end of the day, I think what we are able to get done with them is better than what we could do on our own.”

The IT director ultimately finds the relationship with Spectrum Enterprise reassuring. He can focus his IT staff on critical tasks like security monitoring and facilitating business improvements, instead of worrying about how to cope with the next outage somewhere in the vast geographic area his trucking company serves.

“When we reach out for support, we get the Spectrum Enterprise army at our back,” he notes with a grin.

### **A long, bright future together**

The IT director sees his partnership with Spectrum Enterprise continuing to be an asset in years to come. As the trucking industry continues to experience high demand, the company anticipates high future growth in their service coverage.

They also want to continue differentiating themselves in their challenging market through pinpoint logistics that help to maintain and enhance their shipment reliability.



The company requires a partner that can get things done if an issue suddenly crops up. “Spectrum Enterprise support means boots on the ground within a smaller, more reasonable window than we can do internally,” the IT director says.

“The way that Spectrum Enterprise is architecting the network and doing things is very much a way that’s going to allow us to expand and grow,” he says. “The way our network is built is going to accommodate darn near anything that we can think of coming up in the near future.”

Moving forward, the IT director anticipates his company continuing to live up to its founders’ vision of providing world-class trucking services to its customers.

“As our business is growing, the most important thing to us is being able to serve our customers,” the IT director says. “In order to do that, we need an enterprise view of the world. We had to grow our infrastructure and our capabilities to meet the demands of our business, and subsequently the demands that our customers have for us to deliver their freight on time. That was really one of the biggest driving factors for us, to be able to do that.”

“Managed Network Edge augments our internal capabilities with a larger team that specializes in network equipment. The other thing that we got with Managed Network Edge was a more stable network.”

– IT Director, trucking company

### **About Spectrum Enterprise**

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#); [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](https://enterprise.spectrum.com).

Spectrum Enterprise is a registered trademark of Charter Communications. All other logos, marks, designs, and otherwise are the trademarks and intellectual property of their respective third-party owners. Not all products, pricing and services are available in all areas. Pricing and actual speeds may vary. Restrictions may apply. Subject to change without notice.

©2024 Charter Communications. All Rights Reserved.