



# Network Services for Third-Party Logistics Provider with Fleeting Deadline

A New Era Technology Project Highlight

## Overview

New Era Technology provided network services for a leading third-party logistics provider. This provider utilized a different Managed Services Provider and experienced a failed shipment in hardware from this MSP, in advance of a paramount site visit from their Executives, based overseas.

The MSP shipped the provider's hardware via 3-Day-Air instead of shipping overnight, and to the wrong address. Once the issue was identified, the freight was expedited to the correct address. Based on the positive relationship with New Era Technology, the provider worked with New Era's vendor to bring in additional people over the weekend to ensure the hardware was installed and functioning properly.

## Solution

The process, which usually requires 2-weeks, turned into a fleeting two-day timeline. New Era's technicians worked around the clock to ensure the site was ready for the overseas visit, to provide the ultimate customer experience.

## Outcome

"We were in a corner and New Era Technology came through in a large way. We experienced a successful visit and received nothing but compliments from our team and operations regarding New Era's work." — **VP at Third-Party Logistics Provider**

Want to learn more about this project or solution?

Call us at 877-696-7720 or visit [neweratech.com/us/contact-us](http://neweratech.com/us/contact-us).