

Case Study: ALL PRO Freight

Great Lakes Computer Corp.

Managed Services



What can managed services do for you? Take a quick moment to see how Great Lakes Computer Corp was able to help ALL PRO Freight Systems increase customer service support while decreasing the time it took to solve customer problems.

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## Background

ALL PRO Freight Systems, a multi-faceted Transportation, Distribution, and Warehousing company with approximately 40 employees, was established in 1990 based on a "one call does it all" philosophy. During that period, ALL PRO has consistently demonstrated that they are leaders in finding and implementing strategies related to the logistic needs of their customers.

## Challenge

Due to the nature of the logistics business and the ALL PRO Freight customer philosophy, the importance of the computer network to always be available was increasing the burden on Chief Operating Officer, Christy Murray.

"Although I'm responsible for the network operations, my background is not IT and I was spending too much time on IT issues," stated Christy.

The company had multiple issues related to IT support: Reduce the time it takes to solve problems, and increase the service and support for the user community and do it without spending more money.

## Solution

ALL PRO Freight turned to Great Lakes Computer for help. The "Total Care" Managed Services program was the perfect solution.

Through this service, GLC provides "round-the-clock":

- server management
- quick answers for the computer users with help desk support
- virus, security, and patch management.

## Result

ALL PRO Freight now has a complete IT support solution in place that provides better response to their customers, and Christy can spend her time on the important operating issues she was hired to handle instead of getting an on-the-job degree in IT!