

Technology forces that bring businesses together

USA Client IT Outsourcing Case Studies

In Dec 2006, Uniforce helped a New Jersey based logistic corporation to review their information technology infrastructure.

This client has about 300 staffs in continental United States, spanning New Jersey, Los Angeles, and Florida. Like many US companies, they outsourced their logistics applications and PC, LAN, and WAN supports to professional IT partners. The strategy was sound. They are able to focus on their core business. This helped them to grow through the last 14 years until to an extent that they need an overhaul when systems and processes are no longer running as smooth as before.

Uniforce instead of just doing IT brick fix, actually went in and talked to the real end users, the management, and the outsourcing partners, and quickly identified key problem areas. On top, for each problem area, we defined specific strategies and respective action plans to tackle the problem. The formulation was well received, and we're seeing incremental improvement.



We have learnt from this experience that many IT problems are actually people problems. Proper IT strategy should build on top a proper people strategy.

We are grateful to being able to work with this customer and appreciate their trust. We learnt a lot in the process, and so does the customer. We're expecting more and more East meets West encounters in the coming future.

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