



Customer Success Story



The Business Challenge

U.S. Xpress is one of the premier transportation companies in North America. Because their many customers depend on them to deliver on-time, every time, they can't afford technical mishaps. The service management tool they were using was expensive and complex. U.S. Xpress was maintaining more than 12 on-site servers and paying for expensive consulting time whenever they needed to make changes. They had to replace the current system, and fast. Requirements in hand, U.S. Xpress was ready to survey the field for new ITSM options. They also wanted a vendor to help them find the right tool and implement it.

Their search led them to Flycast Partners.



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Industry:

Logistics

Geography:

USA, Canada & Mexico

ITSM Tool:



The Solution

When Flycast Partners first met with Brent Tucker, IT Change Manager at U.S. Xpress, he expressed his company's concern that the current system was not cutting it and was actually over-complicating things. For the new tool, simplicity was key – for upgrades, dashboards, initial configurations, ongoing management, and future expansion. In particular, U.S. Xpress was looking for an executive dashboard, a search query feature, and a new ITSM solution.

With their existing tool, they only had 4 modules. The tool was expensive to license and maintain. Consultants were required to help operate part of the system.

Flycast Partners considered what U.S. Xpress needed today (and might need tomorrow) and recommended the Cherwell Service Management enterprise solution. It offered multiple, flexible modules but most importantly, it offered U.S. Xpress control over their costs, changes, and their future.



Quick Wins

- Dual cloud-based servers provide 100% up time (supporting business continuity at U.S. Xpress headquarters)
- Blueprint feature allows changes to the production system even during work hours without problems
- U.S. Xpress is in charge of their own system, able to customize the design and develop features to support their business model

U.S. Xpress agreed with the recommendation and purchased Cherwell licenses through Flycast Partners. By working with Flycast Partners, U.S. Xpress was able to obtain the right solution at the right price by leveraging Flycast Partner's industry knowledge, experience, and relationships.

The Cherwell system was implemented in phases:

- Configuring the tool to focus on reducing the number of calls and emails received by the IT Service Desk by allowing people to submit tickets on-line and categorizing them automatically to route them to the appropriate teams.
- Initial roll-out of the Incident, Change Request, and Knowledge modules.
- Implemented and configured service catalog, and service request. Because of the ease of implementation U.S. Xpress was able to move these items from Phase III to Phase I.



About Flycast Partners

Flycast Partners is here to deliver a seriously amazing IT experience. Founded and staffed by personnel that have many years of experience in the IT space, we took the best ideas from these collective experiences, and added the best components necessary to grow and become a leading Value Added Reseller (VAR) in the North American IT market.

"Flycast has been a very valuable partner for U.S. Xpress, Inc. Enterprises, more than we could have imagined or expected from any vendor."

- U.S. Xpress, Inc.

The Results

After an 8-week implementation schedule was completed successfully, U.S. Xpress went live, using Cherwell Service Management for logging and tracking tickets for IT, HR, and Facilities.

The new tool helps other USX teams such as Accounting, Legal, Facilities, and HR manage their work loads. It "simply fits the USX culture". An impressive anticipated benefit is a cost reduction of 76%, and was achieved with no cost increases throughout the project.

According to Brent Tucker at U.S. Xpress, "Flycast Partners has been hugely instrumental in helping us review our ITSM options. They didn't push Cherwell. They asked what our business needs and budget were as well as what our frustrations were with our current tool. We were leaning toward Cherwell, but the counsel and advice from Flycast helped us make the decision that worked best for us".

When asked what the most important benefit of implementing the Cherwell tool and of Flycast Partners assistance, Brent Tucker responded, "Flycast has been a very valuable partner for US Xpress Enterprises, more than we could have imagined or expected from any vendor."

The Future

What's next? Exciting improvements and enhancements are planned such as implementing the IT project management module to provide overall IT organization transparency.

And it doesn't stop there! Future initiatives may include integrations with: TenStreet (for HR), Team Foundation Server, Solar Winds, SCCM, Airwatch or Mobile Iron, and Telephony.

Let Flycast Partners help you duplicate the success and cost savings experienced by U.S. Xpress in your own environment. Contact us at 1-844-Flycast(359-2278) or info@flycastpartners.com

