Ryder Last Mile Relocates and Virtualizes Data Center Painlessly with Racksquared

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About **Ryder Last Mile**

Ryder Last Mile is a third party logistics company that specializes in white glove delivery of large footprint items. They have over 40 years of proven success extending brand experiences through over 80 million home deliveries in North America. Ryder Last Mile is headquartered in New Albany, OH.

After splitting from their parent company and its extensive infrastructure and IT team, Ryder Last Mile needed to get their new data center up and running quickly. Operating with a lean team, they turned to Racksquared to be their data center, managed services provider, and AS/400 experts.

"Racksquared provides a level of customer care that larger companies can't."

—Shane Hart, Vice President, IT at **Ryder Last Mile**

SETTING UP THEIR IT **FROM SCRATCH**

Operating on their own and taking only their phones and PCs with them, Ryder Last Mile faced the challenge of needing to stand up all new infrastructure. Rather than investing extensive capital and labor into managing these aspects, they determined it would make more business sense to partner with a provider. Ryder Last Mile was not looking for just colocation, but someone who could manage their application infrastructure. It was critical to find a partner they could trust.

"I wanted my team focused on driving value for the business," said Shane Hart, Vice President, Information Technology at Ryder Last Mile. "I need to be able to rely on a vendor that can take things off my hands and give me the comfort that we are going to be up and any issues will be quickly resolved."

FINDING A PARTNER WITH **THEIR NEEDS IN MIND**

Ryder Last Mile looked at several conventional data centers to fill their needs. However, none of them were willing to manage an AS/400, or would have to bring in a third-party to do so. Because Ryder Last Mile runs their primary ERP on AS/400, this was not an option—they needed a partner with in-house AS/400 experience. They made the decision to go local with Racksquared.

A PERFECT **FIT**

With their AS/400 now running in Racksquared's high availability environment, Ryder Last Mile has gained increased performance through shorter response times, better redundancy, and the peace of mind in knowing their data is always safe, secure, and available. Better yet, they have the benefit of a partner that supports them in stride as they grow their business.

"We have enacted a lot of changes to the business," said Hart. "Racksquared is there every step of the way, helping with new installs and projects and letting me focus on driving IT solutions for the business rather than worrying about back end infrastructure issues."

Ryder Last Mile relies on Racksquared for:

- Hosted AS/400 and replication
- Cloud management monitoring
- Colocation
- Linux and Windows support
- Data backup
- Remote hands
- Managed services
- Web site filtering
- Internet VPN's and dedicated private connectivity
- High Availability Systems for disaster recovery
- Multiple data center locations