



**Customer**  
Withers Worldwide  
**Industry**

International Freight Management and Logistics

**Challenge Solved**

Compuquip's Managed IT Services provides Withers Worldwide with worry-free IT support and network management that frees the company's director of IT to focus on new software development and other tactics required to keep the company operating efficiently.

*"Backed by Compuquip's extensive experience, library of resources and rich methods for addressing issues, we're able to maintain an efficient IT department. Within a short time, Compuquip proved to be an ideal business partner that serves as the front line in the management of our end user environment and management of our network."*

*- Bob Ruiz, Director of IT, Withers Worldwide*

**Compuquip Provides Withers Worldwide with Worry-Free IT Support**

Headquartered in Miami, Withers Worldwide provides clients on six continents with moving, warehousing, freight management, logistics and fulfillment services.

**The Withers Worldwide Challenge**

Technology plays a vital role in the day-to-day operations of Withers Worldwide. From its tracking and scheduling software to its reliance on telecommunications to keep employees and clients connected, one glitch could slow productivity, stall operations and cost the business its reputation.

Moreover, as the company grew and its director of IT looked ahead to implement systems for increasing bandwidth, reengineering Internet connections and developing new software applications, he often found himself bogged down with level one support requests and educating employees on the use of new technologies.

"As the company's IT Department, I was alone in struggling to control the network and manage the end-user environment while also developing new systems to ensure our technology stays ahead of the company's growth and future IT needs," said Bob Ruiz, Withers Worldwide's director of IT.

**The Compuquip Solution**

Following an initial analysis of Withers Worldwide's existing IT systems as well as an in-depth review of the needs and demands of the company's desktop users, Compuquip custom designed and implemented a Managed IT Services support model to align with the company's operations and meet its IT requirements.

"I was initially apprehensive to surrender control of our network environment and give Compuquip direct contact with our employees," Ruiz explained. "However, Compuquip quickly proved that it has the expertise and processes in place to not only manage our network but to efficiently and effectively manage all end-user support issues."

For Withers Worldwide, Compuquip provides complete network management – from proactive security defense services to server and messaging management. In addition, Compuquip's Support team not only fields service requests and solves day-to-day user issues in real time but also educates users on how to prevent such issues in the future.

"We realized the benefits of working with Compuquip after a surprisingly quick and smooth transition," Ruiz said. "As Compuquip promised, our employees adapted to the new systems we put into place, and we've even seen a reduction in service requests."



**About Us**

Nearly thirty years ago, Compuquip Technologies began business in South Florida as a technology partner to Miami-headquartered organizations. Since then, Compuquip has evolved into a fully integrated IT services company with Managed IT Services, internet security, cabling, and professional services divisions supporting more than 300 Florida and Caribbean organizations.

Compuquip's 12,000-square-foot facility features a 24-hour Network Operations Center that enables Compuquip's staff of over 40 engineers to monitor and manage its clients' computer systems. Its engineers and technicians are certified by leading hardware and software providers and Compuquip's strategic relationships with technology vendors including Check Point, Cisco, VMware, Microsoft and IBM, guarantee the best-of-breed hardware, software and support solutions.

Whether your technology needs are small or large, simple or complex, Compuquip will provide solutions that match your organization's exact requirements. Compuquip professionals are the industry's best and brightest, who have made a personal commitment to go the extra mile to earn trust and build long-lasting partnerships.