

## ENHANCED PROTECTION. STREAMLINED OPERATIONS.

Wipro provides a Global Maritime Transporter with protection while streamlining operations



### INDUSTRY LANDSCAPE

The Logistics industry has undergone a great deal of transformation in recent years. Recessionary pressures have fuelled the pace of transformation. Therefore, progressive companies are seeking every opportunity to optimize resources and enhance business opportunities.

### THE OPPORTUNITY

Shipping logistics is a key component of Crowley's success—if Crowley could not load and sail a ship due to lack of documentation, it could cost over \$100,000. Their business model requires a customized solution to meet their logistics needs. Six years ago, the unthinkable happened and Crowley's mainframe had to be shut down due to hurricane related issues, forcing them to go manual and rely heavily on their IT team. Additionally, as key personnel began to retire and the company considered new technology structures, Crowley was finding it difficult to find the right people to fill their shoes. What they needed was added protection for their mainframe environment in order to avoid delays, expert handling of its systems and technological assistance that would support them into the future.

“Wipro's relationships with application providers and broad knowledge base are key to Crowley's growth and ability to implement strategies that bring us into the future.”

Leo Fields  
Director of Data Center Services,  
Crowley

### CLIENT BACKGROUND

Crowley Maritime Corporation, a worldwide marine transportation and logistics services company, operates from its headquarters in Jacksonville, Florida. The company employs approximately 4,100 people and provides services utilizing a fleet of more than 210 vessels.

## SOLUTION

After an exhaustive search process, Crowley chose Wipro to manage their mainframe system. Relying on their extensive experience in mainframe migration, Wipro transferred Crowley's 24-hour data center to a secured facility with virtually no interruption to their production. Crowley's operations would now be housed in an off-site location, where it could benefit from Wipro's many years of experience in managing and maintaining the most sophisticated systems in the world.

With backup generators that supply power in the event of a utility failure, temperature and humidity control systems, multi-tiered physical security and two-stage fire suppression; Crowley's mainframe would be protected from disaster. Wipro was then able to solve Crowley's personnel attrition problem by providing DB2 database support for both logical and physical DBA work.

Another advantage of outsourcing with Wipro has been their ability to leverage their relationships with leading application providers. Crowley has thus been able to benefit from cost savings on hardware and software products and given Wipro the responsibility of managing certain accounts.

“ Rather than educate people in the new way of doing things, we decided to let Wipro provide DB2 expertise. This has been the biggest surprise benefit because the support and cooperation have been excellent. ”

Leo Fields  
Director of Data Center Services, Crowley

## BUSINESS IMPACT

**Protection from downtime:** Crowley now has complete peace of mind when it comes to their mainframe operations. Now, when hurricane season arrives, there is no need for the all preparation, planning and scrambling required to deal with disaster.

**Improved performance:** Performance issues with the mainframe have improved due to the fine-tuning efforts that Wipro has implemented and the additional technical support provides Crowley the continuity they desire without having to rely on internal personnel. This has allowed Crowley to reallocate positions within the company and streamlined their operations. Wipro now manages Crowley's mainframe software portfolio as well, relieving Crowley of the administrative effort and the need to retain resources to support this function.

**System upgrades:** More recently, Wipro helped Crowley complete a DB2 upgrade using their vast knowledge of how multiple mainframe systems work. The two companies now partner together seamlessly while Wipro continues to support their infrastructure in a way that meets Crowley's stringent quality standards.

## ABOUT WIPRO TECHNOLOGIES

Wipro Technologies, the global IT business of Wipro Limited (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro Technologies delivers winning business outcomes through its deep industry experience and a 360 degree view of “Business through Technology” – helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro Technologies has over 130,000 employees and clients across 54 countries.

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