

CASE STUDY

Company Reorganization Leads to Independent IT Buildout

A logistics company undergoing a complex separation from its parent organization needed to rapidly establish a fully independent, secure IT environment to support 300 end users without disrupting operations across a distributed workforce

The company's existing systems were deeply tied to its parent organization, making independence both technically complex and operationally risky. Every core function, including email, file access, voice systems and endpoint management, had to be rebuilt within a new environment. At the same time, employees needed to continue their work without disruption, despite the scale and urgency of the transition.

Establishing a Fully Independent IT Environment

TeamLogic IT executed a full migration to a standalone infrastructure built on Microsoft technologies. Office 365 was implemented to support email and productivity, while SharePoint provided centralized file access and collaboration. Azure DevOps was introduced to support development and internal workflows.

Network services were reconfigured to ensure full ownership and control. The migration was carefully staged so that systems could be transitioned and validated without interrupting daily operations. Users maintained access to the tools they needed throughout the process, even as the underlying infrastructure was replaced.

A new communication system was deployed to unify voice and collaboration. The 3CX platform, supported by SIP/DID services, was integrated with Microsoft Teams. This provided a consistent experience for both internal communication and external calls, regardless of user location.

Aligning Support Through a Co-Managed Model

Once the new environment was in place, support operations were restructured to ensure consistency and scalability. A co-managed model was introduced, allowing TeamLogic IT to work alongside the internal IT team with clearly defined responsibilities.

Service level agreements, ticketing workflows and escalation paths were formalized to improve response times and accountability. NinjaOne replaced legacy tools for endpoint management, providing better visibility and control across all devices. IT Glue and Autotask were implemented to centralize documentation, asset tracking and service activity.

A national help desk extended support coverage, while the internal IT team remained responsible for business-specific systems. They continued to develop custom applications and used Autotask to manage software-related issues, ensuring continuity in areas that required internal expertise.

Stabilizing Operations and Supporting Ongoing Growth

The transition was completed with minimal disruption, and more than 300 users were successfully migrated to the new environment. Support operations became more predictable, with service levels consistently met and ticket handling processes improving over time.

Security controls were strengthened through the enforcement of multi-factor authentication and more

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effective management of Microsoft 365 licensing. With a stable foundation in place, the company expanded its use of technology by adopting tools such as Microsoft Copilot and Power BI Pro, along with enhanced security licensing across its user base.

Regular planning sessions continue to guide system

improvements and ensure that the IT environment supports business objectives. The result is a stable, independent infrastructure and a structured support model that enables the organization to operate with greater control and flexibility.

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