

## CyberLynk and RTC Technologies Partner to Bring a Technology Solution to Lemman USA

Lemman USA, an international freight forwarder based in Racine County, recently implemented an innovative and advanced information technology application (a freight forwarding system) called CEDAS Gateway. The company employed the services of Racine County's RTC Technologies, Inc., a business and information technology solution provider, and CyberLynk, an Internet Service Provider, to implement the application.

### Impact of IT Application

In summary, **improved capability, supportability and manageability** were the key benefits of this IT application. Since growth is one of Lemman's primary goals, the company is now much better positioned to handle new offices and expansion **without significant cost to the infrastructure**.

Uwe Kuttig, IT Director, Lemman USA, (with the company 10 years) facilitated the implementation of the application. For Lemman, Uwe says it has created a **more efficient, less costly** work environment companywide. Top management can instantly and more easily report and review business data nationwide. Live data is available at any given moment. Upgrades to applications can be executed network-wide rather than individually for each location.

### The Challenge

Ten years ago, Lemman USA operated two U.S. offices, one on the east coast and the other in Racine, Wisconsin. Later, the company opened a Chicago office. Today, it operates six branches nationwide, from Los Angeles to New York.

Prior to implementing this application, the Lemman enterprise was comprised of six separate/independent networks – one for each branch. The corporate network provided mail only. All sites used the same (previous) business application, but each on their own local servers. One office could not communicate electronically with another to share data. More specifically:

- Each location's branch manager was responsible for the maintenance and management of its local area network, workstations and applications. Further, the branch managers struggled with a mixed network environment including Novell and Microsoft NT. The time required from the branch managers and sometimes sales staff to maintain and manage these systems at each location was stealing from the time they should be working on the needs of their global customer base.
- Management from one office was not able to share information from a centralized data processing and data warehousing system because each location's network was completely independent. Managers were required to individually create reports and then share hard copies with other office managers – taking up to a week to accomplish.

Last year, Lemman created a long-term solution that would cost effectively consolidate these separate networks into one, more easily manageable and centralized network of services.

### The Solution

In March 2001, CyberLynk, a full service Internet solutions provider for businesses, provided a high speed broadband via microwave link for Lemman. However, as Lemman's business grew and the branches consolidated, Uwe realized they needed a dedicated circuit. Uwe called on CyberLynk to help build out a communications infrastructure with a high speed circuit. CyberLynk partnered with RTC Technologies, a Racine-based business solution provider, to handle the project from infrastructure design to build out.

RTC Technologies installed Citrix and enabled remote connectivity from Lemman's corporate office to five remote offices, including a mail server migration. Each site was provided a Cisco firewall to provide Internet security.

The corporate office was setup with two Internet connections, one for the remote offices to access the business application and the other for Internet access and Internet mail. The second connection is capable of acting as a backup in case the primary connection fails. Two different providers were chosen so that there would be less chance of ISP related downtime.

CyberLynk provides the primary (T1) connection that Lemman uses for their business application. Karl Radke, Director of Business Development, CyberLynk, explains that Lemman also benefits from their virus scanning and spam filtering services – saving employees hours of time. Instead of sifting through hundreds of e-mails each day, employees rely on CyberLynk to filter out over 96% of the spam and viruses that invade their in-boxes. CyberLynk also hosts the Lemman USA website.

### Degree of Innovation

Though global, Lemman considers itself a small company with a limited budget. To operate a centralized wide area network -- new servers, workstations, etc. -- Uwe says he found the most cost effective and highest quality service and support from RTC Technologies and CyberLynk.

According to Uwe, the solution reaped these outstanding results:

- With central data processing, reporting and warehousing, managers at every location are able to share information on the fly.
- Uwe is the only person who needs to maintain the new system. Branch managers can now dedicate all of their time to working with their customers.

- CyberLynk's T1 combined with a back-up DSL line provides a stable, uninterrupted Internet connection. This is especially important in Leman's business, where real-time documentation and connectivity is critical.
- RTC provides full, remote support and services to all of the Leman offices.

According to RTC Technologies' Karl Zeer, Support Services Manager, remote support is not a new concept; nor is terminal based methodology or firewalls. The clear difference is how it is implemented using today's technology and RTC's expertise and dedication to customer satisfaction:

- First, RTC determined the networks vulnerability to intrusion; then, provided a solution that best fit the needs of Leman.
- Second, RTC evaluated the network environment as an operational unit and helped to bring all of the equipment to a manageable level.
- Lastly, RTC installed secure, remote control capability into Leman's network.

This process allows RTC to be in many places at once and provide quality services with more immediacy. For Leman, it equates to **faster response**, **less travel expenditure**, and ultimately **less downtime**.

### **About Leman USA**

[www.lemanusa.com](http://www.lemanusa.com) At the turn of the century, Consul Paul Lehmann founded Leman USA's parent organization in Copenhagen, Denmark. Today, it is perhaps the oldest Danish freight forwarder, also known as Leman International System Transport A/S.

Leman USA, Inc. was established in 1971. Over the years the company has gradually built a worldwide network of agents, enabling it to handle any import and export cargo by either air or ocean, to and from the major trading places around the globe. In 1976, the Leman organization joined the Ziegler Group of companies, headquartered in Brussels, Belgium. With more than 52 companies and nearly 5,500 employees, this group is certainly a leader in international freight forwarding and logistics services.

### **About RTC Technologies, Inc.**

[www.rctech.com](http://www.rctech.com) RTC Technologies is a business solution provider based in Racine, Wisconsin. Incorporated in 1990, RTC serves small and medium-sized companies throughout Southeastern Wisconsin and Northeastern Illinois. It offers a wide variety of services and products, including data security services, network installation and support, 24/7 network monitoring, data backup solutions, and IT staffing services.

Racine County Office Location: RTC Technologies, Inc., 1127 Prairie Drive, Suite 200, Racine, WI. 53406-3973, 888.554.8050

### **About CyberLynk**

[www.cyberlynk.net](http://www.cyberlynk.net) CyberLynk is an aggressive, fast-growing business Internet Service Provider (ISP) servicing Southeastern Wisconsin and Northeastern Illinois since 1995. CyberLynk offers a broad range of Internet connectivity solutions designed to address all types of business models from small commercial subscribers to large enterprise business customers. CyberLynk solutions include high-speed broadband DSL, T1, Fractional T1, T3, ISDN, Hosting, Colocation, Website Development and VPN.

Office Location: CyberLynk Network, Inc., 10125 S. 52nd Street, Franklin, WI 53132, 800.862.5965; Data Center Location: 1405 16<sup>th</sup> Street, Racine, WI, 53403

### **Community Presence and Involvement**

Leman USA, RTC Technologies and CyberLynk are all very involved in the Racine and surrounding communities.

Business organization memberships include: RTO, RAMAC (Racine Area Manufacturers and Commerce), RCEDC (Leman's Steen Sanderhoff is presently member of the board), Racine Rotary Club, SECUB (Southeastern Chamber United in Business), and Racine "Business to Business" chapter of BNI (Business Networking International).

Involvement in community organizations include: United Way, Bartlett Youth Foundation, Boy Scouts of America (Troop 142 and Ship 5750), Racine Theatre Guild (RTC's Paul Baumann served on the 2002 board), the SAFE Haven of Racine (Baumann is on the 2003 board of directors), Racine Cops-n-Kids\*, Racine YMCA\*, Racine Girl Scouts\*, Pediatric Stroke Network\*, Rides & Reins Therapeutic Equestrian Center\*, Local Racine 4-H Clubs\*, Racine Literacy Council\*, and HBPA (Hispanic Business and Professionals Association) of Racine\*.

\*CyberLynk provides these non-profit organizations with free or discounted services for website hosting, email and Internet connectivity.