

## Pilot Freight Services

Pilot Freight Services (Pilot) is a full-service transportation and logistics company offering global coverage 24 hours a day, seven days a week. A founding member of the "World Freight Alliance," Pilot's transportation network includes offices throughout the United States and Canada as well as a worldwide network of overseas agents. Pilot's transportation and logistics experts deliver shipments by air, land and sea anywhere in the world.

In the highly competitive and dynamic global transportation and logistics market, Pilot has built a reputation for performance and quality service and continues to grow by offering and delivering flexible, scalable and cost-effective solutions for its customers. Pilot has been ISO 9000 certified since 1997 and stands by its commitment to its customers to consistently meet expectations through continuous improvement in business practices.

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**MASERGY treats us as a valued customer, not an anonymous account number. Their collaborative mentality and technical expertise are indispensable to our team.”**

**Michael Miller**

*Vice President of IT  
Pilot Freight Services*



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### Client Challenge

Pilot's transportation network required a robust, reliable and flexible wide-area network. The company's continued growth, increased bandwidth requirements and implementation of diverse business systems made it apparent that its legacy frame-relay network could no longer meet current business needs. Simultaneously, as Pilot's requirements were escalating, the chaos of the telecom industry's mergers and acquisitions resulted in account team disconnects and technical support deterioration at all levels.

To restore confidence in its network beyond the obvious bandwidth requirements, the company needed the same "hands on" control of quality-of-service (QoS) and network optimization globally that had been exercised at the local level. In short, Pilot needed a network technology solution to operate seamlessly with all its systems and to run transparently among its offices and with agents worldwide.

To gain consistent network performance and support everyday at every level, Pilot needed a carrier (a partner) that delivered consistent results and fielded a team prepared to earn the company's confidence with the right attitude, experience and expertise.

### MASERGY Solution

By design, MASERGY's MPLS network solution met all of Pilot's primary requirements: QoS provided prioritization of mainframe logistics traffic, bandwidth could be optimized to deliver performance and control costs, Pilot's centralized security model could be readily accommodated, and the network leveraged Pilot's in-house expertise in IP routing.

MASERGY evaluated Pilot's requirements and deployed Intelligent Transport using both Private IP and Public IP virtual connections at Pilot's 60 station locations. MASERGY's Private IP solution, a Layer 3-routed IP VPN, provided Pilot the security levels of a traditional Layer 2 network, while MASERGY's Public IP solution, a Layer 3-routed IP VPN, was configured and deployed to meet Pilot's centralized IT resources, security and network access requirements.

MASERGY's MPLS solution allowed Pilot to double the bandwidth at all locations and to deliver flexibility and control to manage the network and meet its business requirements now and in the foreseeable future. All of this was accomplished with no net increase in monthly recurring revenue over the legacy frame-relay network being replaced.

### Business Success

While Pilot was initially apprehensive about moving its network from a major carrier to a smaller carrier, MASERGY's "hands on" approach to service and support superseded any perceived comfort the company had with the major carriers. MASERGY offered a new reality with access to technical engineers, proactive notification of circuit issues from the NOC and persistent effort in resolving circuit issues.

MASERGY's MPLS network provided the technology and flexibility to implement a network designed to Pilot's specific requirements. Today, with MASERGY's multiple levels of QoS, Pilot prioritizes its mainframe logistics traffic with a significant direct impact on day-to-day operations. Pilot is now working with MASERGY's engineers utilizing Intelligent Transport to migrate from a traditional subscription-based disaster recovery (DR) model to a more sophisticated and productive co-location DR model.

MASERGY's Service Control Center and Pilot's own technical expertise allows the company to self-manage, monitor and tune the network to meet its ever-changing technical and business requirements, backed by excellent engineering and NOC support from MASERGY.

