



Customer Case Study

Supporting Critical Data and Applications that Enables Modern Transportation Technology



Pegasus TransTech, LLC

TRANSFLO®

Industry

- Transportation Technology

Business Challenges

- Growth through acquisitions, leading to multiple data centers.
- Need for a new managed services provider who understands their business.

Technical Environment

- Consolidated colocation in a US Signal data center

Highlights

Challenges

- Growth through acquisitions led to multiple, aging data centers.
- Need for a reliable managed services provider to consolidate and streamline operations.
- Tight deadlines and complex logistics for moving and reassembling critical data center equipment.

The Company

Pegasus TransTech, LLC develops and provides document management and integrated document delivery solutions to streamline billing, collections, payroll, accounts payable, driver qualifications and other paper-intensive processes for the trucking industry. Their products include TRANSFLO, a document management and workflow solution; TRANSFLO DMS, a cloud-based document management solution; TRANSFLO Docu-Type, a no-touch automated document classification service

for processing and billing for carriers and freight brokers; TRANSFLO Express for truck stop scanning; and TRANSFLO Now!, a remote scanning application for drivers.

The company's products also comprise TRANSFLO Mobile, an enterprise-grade smartphone app that provides same-day access to delivery documents, load tendering, claim and accident submissions and more for carriers, brokers, and drivers; TRANSFLO OnDemand to transmit documents anywhere and any way; TRANSFLO Velocity to electronically submit invoices and load documents to participating brokers; TRANSFLO Workflow, a business process workflow management solution; CompliancePAK solution to streamline driver safety and compliance proactively; and Express Indexing solution that allows users to bill shippers using automation.

Pegasus TransTech was founded in 1998 and is based in Tampa, Florida.



Challenges

Solution

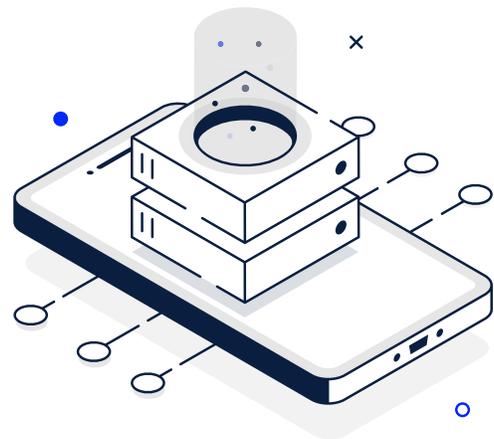
- Partnered with US Signal for data center consolidation into a top-tier facility in Denver.
- US Signal Advanced Services documented, moved, and reassembled hardware, overcoming layout and weather challenges.
- Managed the entire process with thorough planning, clear documentation, and hands-on support from US Signal engineers.

Results

- Successful consolidation of multiple data centers into one high-availability facility.
- Improved operational efficiency and ensured continuity of mission-critical applications.
- Strong ongoing partnership with US Signal, providing tailored support and strategic IT guidance.

As a company with the primary goal of helping transportation companies go paperless with the industry shift to digital and mobile, and improving operating efficiencies, Pegasus TransTech requires reliable and streamlined technology behind the scenes to achieve that goal. They recognized that in order to offer their customers the seamless workflow experience they require to successfully operate their transportation businesses, they needed an always-available, highly-secure data center supporting them.

In addition, Pegasus TransTech had grown through acquisition over the past several years, and they determined it was time to consolidate their aging data center locations into a newer, top-tier facility with high availability and numerous carrier options.



“US Signal did an amazing job documenting every port, every piece of equipment, and gave us a sense of safety that when we tore all this stuff down and put it back together, it would work. We didn’t know this environment, but they were confident it would work.”

Solution

After investigating several options for a new data center partner, Pegasus TransTech decided to partner with US Signal. The project kicked off with the first data center move in Denver, Colorado, where one of Pegasus TransTech’s acquisitions, TripPak, was located. TripPak had been acquired three years prior, and it was time to consolidate their data center into Pegasus TransTech’s primary data center.

US Signal Advanced Services team assessed the situation and quickly realized there were some challenges in that the layout of the cabinets was vastly different than the way that they were laid out in US Signal data center. There were hard-wired cross connects between two rows of cabinets, and that necessitated replacing a large amount of the cabling in between the racks. This was no small task, as it was close to 150 copper and fiber cables that needed to be pre-run prior to the move. In addition, there was a strict deadline of 48 hours to get the environment back up and fully online. The key to this move’s success was a well-documented and thorough plan.

Jeff Johnson, Pegasus TransTech, Enterprise Infrastructure Manager stated, “US Signal did an amazing job documenting every port, every piece of equipment, and gave us a sense of safety that when we tore all this stuff down and put it back together, it would work. We didn’t know this

environment, but they were confident it would work.”

After thoroughly labeling every piece of hardware and associated cable, the environment was taken down, transported to the US Signal data center in Denver, and reassembled. Mr. Johnson continued, “What I was most impressed with when we got all of our gear to the new data center was, we had US Signal’s staff, engineers, and project manager working together with us as a team to get it reconnected and running again. I’d challenge anyone that can find a managed service provider out there that gives you that level of support.”

After the successful completion of the first data center move, it was time to move on to the second part of the project. Pegasus TransTech’s second data center was in Madison, Wisconsin, and needed to be physically moved to Denver. A US Signal Advanced Services engineer flew to Madison, again documented every piece of hardware and its associated cabling and prepared it to make the move to Denver. This initiative was not without its challenges. As they prepared to ship the equipment, a major winter storm bore down on Wisconsin. The US Signal and Pegasus TransTech team managed to make it out before the storm, but due to the weather, the truck with the equipment was delayed for two days.

Johnson continues, "But US Signal never gave up on it, and we got through it. The documentation was so good, we were able rack and cable it right back up with no issues."

This project from start to finish was no small feat. Pegasus TransTech's mission-critical, revenue-generating applications reside in their data center, and their business depends on these applications. US Signal understood the criticality of this hardware and associated applications and data, and took great care to safely move it and get them back up and running.

"It would have been a lot harder without the US Signal team," continues Mr. Johnson. Everyone on the team has had our best interest in mind. As a result, we're going to continue to do more business with US Signal. Everyone is very well versed in what they do – US Signal knows their stuff. And they've been very honest in advising us the right way to do things. The way US Signal does business is what we're looking for in a managed services provider."

Results

Due to the successful data center consolidation, Pegasus TransTech can now confidently rely on their technology to help their customers improve their operating efficiencies, increase profit and drive consistent, repeatable results.

"I'd rather have a managed services provider that isn't trying to fit me into a box, but wants to be a part of our story. We're not an average, cookie cutter company. It's not like their processes impeded our business, where other managed services provider want you to fit their processes. Our success should be in the forefront. And US Signal gets that."





Digital Infrastructure Solutions Built for Your Business



US Signal, established in 2001, is a premier national digital infrastructure company that operates a fully owned fiber network to deliver a wide range of advanced digital solutions. Our offerings include robust cloud services, secure colocation facilities, high-performance connectivity, comprehensive hardware resale, and managed IT services, empowering businesses to enhance their operational efficiency through tailored network, data center, data protection, and cybersecurity solutions.