

# magna<sup>5</sup>

## CASE STUDY

# SECURING THE SUPPLY CHAIN: ALPI USA'S IT TRANSFORMATION WITH MAGNA5

ALPI USA, Inc. is a prominent freight forwarder, customs broker, and logistics provider with operations spanning the United States. As a company dedicated to delivering seamless logistics solutions in a fast-paced industry, ALPI USA relies on agile, secure, and resilient IT infrastructure to support its staff and clients nationwide. Over time, the limitations of a small, internal IT team became increasingly apparent. Facing mounting support requests, the challenges of IT staff turnover, and growing cybersecurity threats, ALPI USA recognized the urgent need for a partner who could elevate their IT operations while providing stability and peace of mind.

After a thorough market review, ALPI USA selected Magna5 for their proactive, partnership-driven approach and their ability to provide tailored, scalable solutions. Magna5's proven track record in managing complex, distributed environments was a key factor in the decision. "Magna5's approach was an ideal match—not just for our technical needs, but for our culture and scale as a company. We needed a partner who understood where we are and where we want to go, and Magna5 delivered a perfect fit," said Brooke Winter, Chief Technology Officer at ALPI USA.

## A SEAMLESS SHIFT TO STRUCTURED IT SUPPORT

Transitioning to Magna5's managed services brought significant improvements to ALPI USA's IT operations. Before this partnership, ALPI USA relied on an informal and ad hoc process, with support requests coming in by phone or email and no system in place to track progress or measure response times. Magna5 introduced a formal help desk system, giving ALPI USA full visibility into all IT requests, timelines, and outcomes—a transformative change that delivered immediate value.

"Transitioning to Magna5 transformed our IT operations. Instead of uncertainty, we now have full visibility into every support request, clear expectations for response times, and a much higher level of accountability," said Brooke.

In addition to enhancing the service desk, Magna5 provided robust desktop and network support, relieving ALPI USA of the need to recruit, train, and maintain a large internal IT staff. This partnership ensured operational continuity, even in the face of employee turnover and the loss of institutional knowledge. Brooke highlighted this vital benefit: "With Magna5, we're never at risk of losing critical knowledge due to staff turnover. Their team ensures

## / THE CHALLENGE

ALPI USA faced a common decision: expand its internal IT department or partner with an external managed services provider. "The process that we had in place [before Magna5] was very informal," said Brooke Winter, Chief Technology Officer at ALPI USA. "We didn't really have a way to manage or track IT requests internally. After moving to Magna5, we now have a formal process, clear expectations for timelines, and visibility into each request and how long it took to complete. It's a much better process."

## / THE SOLUTION

After an extensive search, ALPI USA selected Magna5 as its managed IT partner. Magna5's tailored solutions and organizational fit made them the ideal choice. Since partnering with Magna5, ALPI USA has benefited from a comprehensive suite of IT services.

## / THE RESULTS

- Consistent, reliable IT support with full transparency and accountability
- Enhanced cybersecurity posture and improved user awareness
- Reduced risk and disruption from internal IT staff turnover
- Stability and peace of mind, with after-hours and weekend support
- A proactive, strategic partnership—Magna5 serves as an extension of the ALPI USA team

“We view Magna5 as a true extension of our team. We rely on them as we would our own employees, and in turn, they've embedded themselves into our culture and processes. Their involvement gives us peace of mind and the freedom to focus on our core business.”

— Brooke Winter, CTO



a seamless experience, so even if personnel changes happen behind the scenes, it's completely invisible to us. That reliability is invaluable.”

## SAFEGUARDING OPERATIONS

ALPI USA operates in an industry that faces frequent cyber threats. To address these risks, Magna5 implemented a multi-layered security approach that includes security awareness training, advanced user monitoring, and continuous vulnerability management.

When ALPI USA experienced a phishing attack that compromised email accounts, Magna5 acted swiftly to contain the incident. Magna5 identified the breach, closed security gaps, and provided a comprehensive list of affected parties, enabling immediate outreach and risk mitigation. “When we experienced a phishing attack, Magna5 acted quickly—not only to contain the threat, but to give us actionable insight. Their proactive support puts us one step ahead of cyber threats,” said Brooke.

Crucially, Magna5's support extended well beyond regular business hours. “Magna5 doesn't just work nine-to-five. If a critical system is down, they're on it—nights, weekends, whatever it takes to get us back online. That level of dedication truly sets them apart as a partner,” Brooke added. This dedication ensures ALPI USA's operations continue without interruption, even during critical incidents.

## / SOLUTIONS IMPLEMENTED BY MAGNA5

**Streamlined Help Desk and Support.** Magna5 replaced the previous ad hoc system with a formal ticketing process, providing transparent tracking and clear expectations for IT requests.

**Network & Desktop Support.** End users and infrastructure now benefit from reliable, responsive support available 24/7/365.

**Advanced Cybersecurity.** Magna5 deployed industry best practices and advanced technologies for robust protection, including employee security awareness training and analytics tools.

**Scalable Expertise.** ALPI USA now has access to Level 1, 2, and 3 support, ensuring a continuous knowledge base that is not affected by internal staff turnover.

**Proactive Incident Support.** During a phishing attack, Magna5 acted rapidly to identify, contain, and resolve the incident

## / THE BOTTOM LINE

ALPI USA continues to uphold its legacy of excellence, confident that Magna5 is a steadfast partner dedicated to its ongoing success. “I wholeheartedly recommend Magna5 to any organization seeking a strategic IT partner,” said Brooke.