

FREEDOMTECH PROVIDES GLOBAL **ENGINEERING** RESOURCES TO A LEADING ONLINE RETAILER

Freedomtech delivered a comprehensive global engineering solution that streamlined operations, reduced costs, and improved service quality for a leading online retailer.

BUSINESS CHALLENGE

A leading online retailer, specialising in e-commerce solutions, was seeking to streamline its international operations. The company's infrastructure was highly distributed, with critical hardware deployed across more than 10 data centres in Asia, North America, and Europe. Managing these diverse environments posed significant challenges:

- 1. Operational complexity:** Multiple regional providers offering inconsistent service levels.
- 2. High management overheads:** Reliance on numerous local "remote hands" partners.
- 3. Cost pressures:** A clear need to reduce costs by at least 20% while improving efficiency.
- 4. Strategic consolidation:** The goal of consolidating global support under a single, trusted provider.

The retailer required an experienced partner with the technical expertise and worldwide presence to deliver reliable, high-quality support across all sites.

OUR SOLUTION

Freedomtech was engaged to design and implement a comprehensive global Smart Hands and Remote Hands service model that would unify infrastructure management and support.

SINGLE GLOBAL PARTNER

Replaced 20 separate local support providers with one unified, global partner, ensuring consistency across all sites.

SMART HANDS SERVICES

Delivered expert assistance for hardware installation, configuration, troubleshooting, and maintenance across multiple international data centres.

REMOTE HANDS SUPPORT

Provided on-demand technical intervention including hardware adjustments, replacements, and connectivity management, available 24/7.



RESULTS

22% COST REDUCTION

Achieved 22% cost reduction, exceeding the original target of 20%.

20% INCREASE IN OPERATIONAL EFFICIENCY

Improved efficiency and productivity via simplified management and standardised services.

GLOBAL PARTNER CONSOLIDATION

Reduced 20 regional providers down to a single trusted partner.

IMPROVED SERVICE QUALITY & AVAILABILITY

Ensured consistent support across all sites with 24/7 availability.

STRONGER GLOBAL OPERATIONS

Enabled the retailer to focus on growth and customer experience rather than infrastructure challenges.

NETWORK INFRASTRUCTURE

Leveraged advanced expertise to streamline network management, improving uptime and reliability.

STANDARDISED PROCESSES

Implemented uniform service delivery practices globally, reducing complexity and ensuring predictable, high-quality results.

Freedomtech's approach allowed the retailer to simplify infrastructure management, reduce reliance on fragmented local providers, and achieve measurable cost savings.

