

## ONLINE RETAIL

### BUSINESS CHALLENGE:

Freedomtech was approached by a prominent Online Retailer that specialises in providing e-commerce solutions for connecting brands with a global consumer base.

### SOLUTION:

The Online Retailer had a presence in multiple locations globally, with critical hardware placed in more than 10 Data Centres spread across Asia, North America, and Europe. Their objective was to enhance operational efficiency and decrease costs by 20% by engaging a single provider for professional services and smart hands support across all their international sites.

The Online Retailer opted for Freedomtech Solutions due to their advanced technical expertise in designing, setting up, and managing a global infrastructure stack. With a focus on managing network infrastructure and hardware in various Data Centres worldwide, Freedomtech Solutions delivered custom Smart Hands solutions to improve service availability and reduce network management expenses. Freedomtech provided an extensive range of Remote Hands services, covering installation, adjustments, and ongoing maintenance needs, ensuring uniform, high-quality services throughout all locations.

### RESULTS:

- 🌀 Improved operational efficiency and cost reduction by 22%.
- 🌀 Increased productivity and efficiency by 30%.
- 🌀 Consolidated 20 local remote hand partners into a single global partner, which was Freedomtech.