International Trade Systems, Inc.

EasyStreet Colocation Customer Upgrades to Managed Services

Customer: International Trade Systems, Inc.

- Headquartered in Portland, Oregon, with decentralized staff of five in California. The company website is at www.its4abi.com
- A leading provider of U.S. Import and Export management solutions for shipping brokers, forwarders, deconsolidators and importers. Provides critical forms satisfying U.S. Customs and Border Protection requirements, as well as accounting applications.

Challenges:

- System reliability problems impacting customers with time-sensitive shipping requirements.
- Growth of customer base impeded by lack of IT infrastructure.
- Lack of IT resources.

Solution:

- Outsource IT to EasyStreet® Online Services, Inc., managed services.

OUTSOURCED I.T. VITAL TO DECENTRALIZED STRUCTURE

International Trade Systems (ITS) operates a lean and efficient business made possible by smart use of technology. ITS President and CEO Steve Platman works in an office in a Portland, Oregon. His staff of five work from their individual home offices in California. And together they provide a critical interface between 150-plus ITS clients and the U.S. Customs and Border Protection Data Center in Virginia.

"We enable our customers to create the forms needed to clear customs to bring goods in and to send goods out of the United States," Platman explains. "We connect to the U.S. Customs and Border Protection computer system and let them know what goods are coming in, where they're coming from, where they're going and what duties are going to get paid on those shipments."

ITS — founded 25 years ago, and for 15 years recognized as a leading management-systems provider to the international trade community — prides itself in making the creation of these many forms seamless and timely.

The scale of ITS's service is enormous: from point-of-origin to

point-of-destination, crossing borders anywhere in the world. The company's customers include customs brokers, importers, exporters, freight forwarders and deconsolidators. When asked if his customers do more of their shipping on land, water or in the air, Platman replied: "Most of them do it all."

Making this 21st-century decentralized business structure possible is the state-of-the-art data center at EasyStreet Online Services in Beaverton, Oregon, where an array of servers, software and databases ensure that the crucial communication between ITS customers and U.S. Customs and Border Protection occurs as planned. Having EasyStreet as its managed services provider (MSP) means ITS avoids the high costs of developing and maintaining its own IT infrastructure.

"The biggest compliment I can give about EasyStreet and its services is that I'm able to grow my business with five people because I feel I've got 10 people at EasyStreet taking care of all of my IT needs," Platman says.

FIRST STOP: COLOCATION

ITS began its relationship with EasyStreet in 2006 as a colocation client, which