



## Supporting America's Backbone: A Case Study

*How Directive Has Helped Shearer's Express, Inc. Keep Operations Going*

### Meet Shearer's Express, Inc.:

To a significant degree, our society relies on the work of trucking companies and their dedicated employees. Despite various challenges presenting themselves to the industry at the moment—fluctuating gas prices, taxes, rising expenses for operating their vehicles, increasing checks by the Department of Transportation all come to mind—trucks are a foundation of our current lifestyle. Chances are, every single thing you touch has spent some part of its existence on a truck.

This is precisely why the services that Shearer's Express and their team provides are so important. With eight tractors and 42 trailers in rotation, Shearer's is responsible for the shipment of primarily medical equipment and specialty packaging, from the manufacturer to distribution or sterile processing centers around the northeast. This is an industry that the company has operated in since the mid-1940s.

As the years have gone by, the trucking industry has innovated, using more advanced technology to manage the movement of products and goods to their destinations.

### The Shipping and Transportation Company is Run by Self-Confessed "Non-Techy" People

Towards the end of the 1990s, the company came into the possession of Rick and Deb Warner. Rick freely admits that he and his wife aren't the most technologically savvy.

Fortunately, the company had already leaned on the local managed service provider, Directive, before. Once the Warners were in control, they quickly expanded upon the technology services that Shearer's Express was receiving.

*"It's been very reassuring for my wife and I, owning a small business, that another entity would put their arms around us and guide us through the process."*

*- Rick Warner, Owner and Administrative Dispatcher*

330 Pony Farm Road Oneonta, NY 13820 ● (607) 433-2200

## Directive Quickly Came in to Make Improvements

Starting with a complete network upgrade, Directive helped bring Shearer's Express' IT more up to date and secure. In addition, their phone system was modernized with an upgrade to a 3CX VoIP platform and security cameras were installed. This provided Shearer's Express with the capability to record the goings-on at their location and view it remotely.

The company was previously utilizing Verizon for their email services, which Directive migrated over to Microsoft Office. They also added an endpoint protection system, keeping their computers more secure.

## Shearer's Express Has Enjoyed Benefits Ever Since

With Directive's support behind them, Shearer's Express has seen its services become more affordable, and their network has become more reliable. As a result, Shearer's Express would—as they say, without a doubt—recommend Directive's services to businesses seeking assistance with their technology. Citing their professionalism and politeness, Shearer's Express has no plans to turn to anyone else.

If you would like to learn more about Directive's services and how they could benefit you like they've benefitted Shearer's Express, reach out to us at 607-433-2200.



*Directive has done an excellent job to contain our costs, within reason, that we could manage and afford.*



— Rick Warner, Owner and Administrative Dispatcher

## About Shearer's Express

Shearer's Express provides a key service, moving goods where they are needed, largely serving the healthcare field by shipping materials from production to sterile processing or distribution. If you're in need of their services or want to learn more about what they can help you accomplish, be sure to give them a call at (607) 432-2440.

## About Directive

Known for providing big-business, enterprise-level IT services to small and medium-sized businesses in and around Oneonta, Directive is among the area's most experienced managed service providers. With combined decades of proven experience behind them, Directive works to provide each of their clients with the technological edge they need to be competitive. Visit [www.directive.com](http://www.directive.com) to learn more about what they can do for you, or call **607-433-2200** to speak with them directly.