



TIME-CRITICAL IT DEPLOYMENTS TO LATAM

Situation:

Firewalls for LATAM offices required immediate replacement to patch vulnerabilities.

Background:

The client was hit with a cyber attack revealing multiple vulnerabilities in the company's international IT infrastructure. Further investigations concluded that firewalls at the companies LATAM offices were old and out of spec, exposing the entire company's IT infrastructure to future cyber attacks.

This high threat level gained the attention of the company's CIO and executives. A time-sensitive solution that would guarantee the quick remediation of these network vulnerabilities became a top priority.

INTERNATIONAL PROCUREMENT OPTIONS

Our client had two options when it came to replacing their legacy firewalls.

1. Procure devices in each LATAM country with an in-market re-seller.
2. Procure all devices from their domestic supplier and import firewalls into each LATAM country with a partner like FGX.

In the end, the client trusted FGX to deliver our time-sensitive logistics solution.

Trade Services

- ✓ IOR Service
- ✓ EOR Service
- ✓ Import Permit
- ✗ Used Equipment

Why NOT Procure In-Market?

Procuring from in-market VARS was not an option for the client. Local re-sellers are notorious for low inventory counts on critical network hardware. Instead re-sellers import the equipment themselves after the purchase order is cut. This has led to blown procurement timelines for the client. Due to this, our client was actively looking for a logistics solution that would allow them to procure from their preferred US supplier and deliver into international destinations.

WHY CHOOSE FGX?



Thank you for trusting FGX to deliver your time-sensitive deployment. What service offering allowed us to win your business?

It was a no-brainer to use a proven solution for a time-sensitive deployment.

Client

We also needed a solution that allowed us to procure all the hardware from our US supplier, who we knew had the inventory on deck.

Client

In-market resellers have been one of our biggest pain-points. The delays and blown deadlines were not an option for a project with such high visibility.

Client



Working with in-market resellers is frustrating. We are always here to enable you to utilize your domestic VAR relationships to get the gear you need and send it anywhere in the world.

SOLUTIONS ACROSS LATIN AMERICA:

Brazil

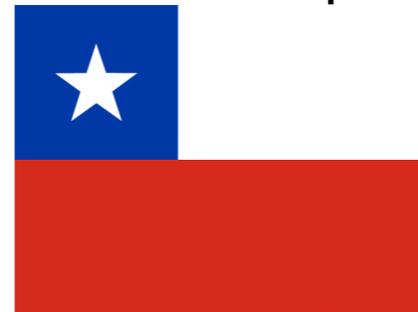


Fully managed the import with a trading company. After clearance, issued a "nota fiscal", one-page document that end user signs, in order to transfer ownership of the equipment to the end-user locally.

Brazil Timeline:

Air Freight: 1 - 2 days
Customs Clearance: 5 - 7 days
Delivery: 1 - 2 days

Chile



Fully managed customs clearance utilizing our local trading company authorized to import IT hardware.

Chile Timeline:

Air Freight: 1 - 2 days
Customs Clearance: 3 - 4 days
Delivery: 1 - 2 days

Mexico



Ran pre-clearance manifest and validation then scheduled border-crossing slot at US-Mexico border and facilitated full customs clearance on behalf of the client.

Mexico Timeline:

Linehaul & Border-crossing: 2 - 3 days
Customs Clearance: 3 - 4 days
Delivery: 1 - 2 days

Argentina



Applied for a special power supply exemption allowing the device to be imported without additional electrical security requirements.

Argentina Timeline:

Air Freight: 1 - 2 days
Customs Clearance: 5 - 7 days
Delivery: 1 - 2 days

EXECUTION & RESULTS

The client's main concern was the timeline. The threat level to their global IT network was too high to miss the mandated internal date for remediation. The firewalls needed to be procured and delivered to each office as soon as possible. Partnering with First Global Xpress allowed our client to work with their preferred US supplier, which they trusted to provide all the firewalls on time. The process was faster and more transparent compared to their previous dealings with in-market resellers.

Once the firewalls were received, FGX processed the devices and prepared all necessary export and import documentation for every LATAM destination. FGX utilized our direct air freight network making transit into each destination occur in 1-2 days. Once at each destination port, our various trading companies acted as the importer of record on behalf of the client allowing them to import equipment without being a registered importer. In the end, the firewalls were delivered to each office before the mandated internal date for remediation.

Our client was pleased with the speed of delivery to each LATAM destination to the point where they have inquired about our logistics solutions to other destinations around the globe.

If you would like to learn more about our turnkey IT deployment solutions, please contact us at service@fgx.com or call us (212) 352-9390. Thank you and looking forward to hearing from you!

"It's a 'no brainer' of a decision. When eyes are on it, just use the proven solution. Buy in the US and hand it off to FGX to do it's thing."

-Lead Project Manager, Financial Institution

Learn more:



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