

Frontier IT



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Who am I

Vince

Director of Information Technology (IT)



The IT Team



Services

Software Engineering

- Tom
- Keane
- Evan

Network Administration

- Stephan
- Drey (starting Oct)



What is the role of IT ?



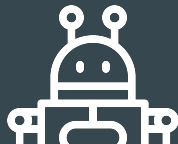
Act as an **enabler** to help the company grow.



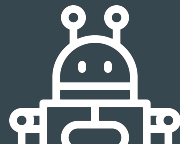
How do we do that?



- **We** work with other departments to make sure they have the tools they need to accomplish their goals.
- **We** build products and services for internal and external customers to make interacting with Frontier easier.
- **We** try to keep the company secure from threats in an ever hostile IT world. This gets harder every year.
- **We** plan for future needs and position the company for changes.



Network Administration



- Look after all company wide desktop computers, laptops, servers, storage arrays, firewalls, phone systems and many other devices. Much of this work is done **after hours or weekends**.
- Ensure the networks and devices are as secure as possible. This includes enforcing policies, patching and restricting certain actions.
- Monitor all servers for issues: failure, security and resource utilization. Looking at logs for issues. **We have over 60 servers company wide running Windows server and Linux**. Many of these servers are virtual.
- Ensure business continuity and disaster planning
- Help staff resolving computing issues.



Network Administration Updates



- Hired Stephan to lead the administration team then hired Drey to assist Stephan and support users.
- Assemble a list of infrastructure issues and develop a plan to resolve them over time.
- Better use of Group Policies to ensure all computers are running common settings settings.
- Investigate Virtual Desktops (VDI) and how we can implement it.
- Investigate ways to offload internal system to cloud providers. Even the phone systems.



Software Engineering



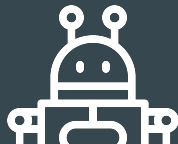
- Develop applications like WebSHIP, FrontSHIP, shipping API, Invoice reporter, FWT, Cross-Border scanning and others.
- Develop data exchange pipelines for various automated imports and exports.
- Develop integrations with other software platforms
- Support software related issues
- Maintain and enhance developed products



Software Engineering Updates



- Cross Border Scanning
- 2 new courier partner integration projects
- 2 EDI integration projects
- Courier Complete upgrade and switchover from IDS plus any conversion of existing apps to this new platform
- Courier partner enhanced freight check-in scanning.
- Loomis / Vitran Check-Out scanning
- AI replacement and converting all systems to that platform
- Deal with existing technical debt.





Thank You!