

"CAI provides value-added services to FedEx Ground that we have not found with anyone else."

"Our relationship with CAI has enabled us to achieve our business goals."

"CAI has a structured methodology for managed maintenance that plans for thorough knowledge transfer and rapid transition of team members to full support."

"Having CAI handle a portion of our legacy system maintenance allows us to re-deploy internal resources to major new development projects. This provides supplemental staffing for system enhancement work and also helps us with retention of our professionals because they can now move into new technologies."

"The FedEx Ground internal customers are pleased with the CAI set up because they get a consistent flow of quality work from IT."



Michael V. Hmel
*Senior V.P.,
Information Systems
FedEx Ground*

"World leader in IT process and productivity."

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FedEx Ground, formerly known as RPS, is the second largest small-package ground carrier in North America and is a subsidiary of Federal Express Corporation. In 1996, Computer Aid, Inc. (CAI) was asked to provide Managed Maintenance services to the company's Field Support Application Development facility in Pittsburgh, Pennsylvania.

Since then, due to the outstanding performance of the on-site team, CAI's involvement has grown to include support for over 40 systems in the Operations, Marketing and Financial areas, as well as in the Terminal-to-Terminal area of FedEx Ground.

High Productivity • Fixed Price • On Time • Within Budget • Defined Processes • Metrics