

Managed IT services ignite business opportunities for chemical company.



About Camco

Camco is a family-owned business that was founded in 1960 and continues to operate under private ownership with several second and third generation family members active in the business' daily operation. Camco employs approximately 175 associates and operates a thirty-two acre campus situated in an industrial park setting in three adjacent buildings collectively comprising 587,000 square feet of manufacturing, packaging and distribution services.

As a contract chemical manufacturer and contract packaging contractor, Camco operates on a five day week schedule with three shifts and blends a broad variety of chemical products that are sold by Camco's customers in the consumer, industrial, agricultural, transportation, water treatment and food industries, to name just a few. Importantly, Camco does not market any products, so that its customers can be assured that their proprietary and confidential information will remain so.

Camco's overall manufacturing capacity totals nearly 300 million pounds of packaged goods with potentially several hundred million additional pounds for bulk shipments and transloads. The level of available capacity is such that virtually any project can be accommodated.

The Challenge

A few years after Camco Chemical Co. switched from internal information technology support to managed IT services, the company's business began a phase of rapid growth. Camco's expansion created an environment of wide-scale changes. Business processes and employee work responsibilities shifted, and the company's technology infrastructure had to keep up with the changes.

In 2011, Camco moved from a manufacturing application built on the closed-source operating system SCO UNIX to a new manufacturing software—Macola—that allows users to access the program on a Windows platform.

At the same time, the company expanded into the building across the street from its original headquarters. Camco's administrative and warehouse employees moved to the new building and the number of application users doubled.

Simultaneously adding all new equipment—servers, SAN, PCs, wireless access points—would allow all users to fully utilize their new software, but also would add a new layer of complexity to the transition.

"The sheer quantity of network components—their licenses and connections—is too many to handle internally. Managed IT services fills that gap."

- Terry Leming,
Vice President of Administration

The Solution

When Camco Chemical Co. went through a massive growth phase, NetGain was there each step of the way to help usher in the changes to their technologies. The company had been working with NetGain Technologies for more than a decade and had partnered on a managed IT support solution about four years earlier. Terry Leming, Camco's Vice President of administration, recalls conversations with NetGain Technologies' leadership and support engineers about the complexity of the synchronized move/expansion/systems switchover.

"I worked closely with the NetGain team to make sure our clients wouldn't be disrupted," Terry recalls. "We couldn't do it too seamlessly, though, because we also went to barcoding and scanning at the same time. We were implementing new manufacturing software. We doubled the number of users. We added wireless throughout all buildings. We were switching to all new equipment. Processes changed. Printers changed. Documents changed. Labels changed."

Following the move and explosive growth, Camco's IT environment is now even more crucial to the company's operations. Camco supports its technology with a hybrid arrangement popular with manufacturers. "I now have someone onsite who handles day-to-day application issues, running interference and onsite troubleshooting," Terry explains. "He handles power issues, cable issues, bar code scanners." For overall system support and maintenance, the manufacturer engaged Technology OneSource for managed IT services.

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IT Services can Transform
Your Business!**

The Results

In the five years since Camco Chemical Co. made the decision to significantly upgrade its operations, the company has continued to expand.

Terry Leming looks back on the concurrent move, systems changeover, and personnel expansion, and feels confident Camco took the right actions. The company's processes now are scaled for continued growth. Systems and processes are more efficient. And Camco's ability to support its clients is vastly improved. "When we were on the mainframe, our ability to pull information for customers was limited. Now, we can receive electronic orders. We had to switch to keep current with what our customers were wanting."

Camco's facilities expansion and IT infrastructure replacement occurred five years ago. Currently, Camco's leaders are working with their Technology OneSource team to consider a refresh of some of the equipment within coming years—discussions that occur as part of periodic business reviews. Terry sees this "technology road mapping" and I.T. budget planning as important components of the company's relationship with Technology OneSource. "Even though we're paying a monthly fee for managed services, it's still cheaper than internal support—and we get it all in one package. We feel comfortable planning ahead for whatever's coming, and we know our systems are being supported in the meantime."

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About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.