



The Company

Founded in 1965, Lewcott Corporation produces specialty chemicals and materials across four major industries: Filtration, Composites, Abrasives, and Resins. The ISO 9001/AS9000 certified company supplies its products to aerospace, military, recreational, and industrial manufacturing customers. These customers, in turn, use Lewcott's materials in a wide variety of end products, including rocket nozzles, body and vehicle armor, helmets, aircraft interiors, fishing rods, power generation equipment, electrical equipment, air filters and much more. Remaining on the forefront of technologically advanced solutions since its inception, Lewcott has pioneered numerous material production processes. Among them, activated carbon impregnated media for the removal of odors and thermal management for printed circuit boards.

The Challenge

Although Lewcott has a strong corporate foundation and a track record that includes over 40 years of noteworthy accomplishments, its aggressive growth strategies were based on continually developing technologically advanced materials. Furthermore, customer and market demands require Lewcott to operate at peak performance at all times. Operating within this zero-tolerance environment requires Lewcott to provide accurate, on-time delivery to customers or risk future business.

With this stringent focus, ongoing pressures, and limited technical resources in-house, Lewcott could not afford to be consumed with IT activities. Nor could the company's IT personnel spend valuable time each day managing the ERP environment. In addition, Lewcott's internal resources lacked the depth of technical experience to facilitate a robust and stable IT environment that would directly contribute to achieving corporate objectives.

Recognizing the need to beef-up its IT initiative, Lewcott began analyzing various support scenarios, including adding in-house resources and outsourcing all or some technical functions. The company's AS400 infrastructure and CMS ERP application required very specialized talent that proved to be costly and hard-to-find. So, Lewcott turned to evaluating outsourcing options and companies.

OneNeck appeared on Lewcott's radar screen and became a top contender for the outsourcing project. OneNeck offered qualified AS400 talent in-house, along with a complete IT outsourcing solution, extensive resources, and an impressive track record.

The OneNeck Solution

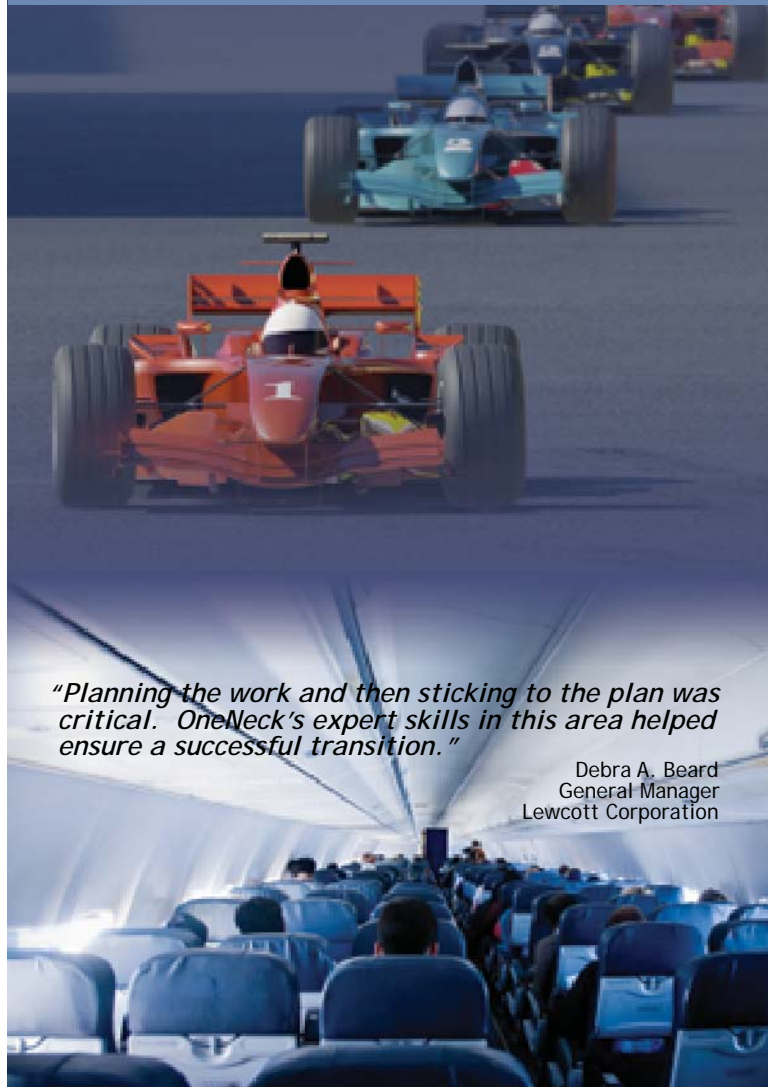
Lewcott contracted with OneNeck to use its core competencies in AS400 and server management to enhance its IT environment. In addition, OneNeck applied best practices and industry standards to host, manage and monitor Lewcott's CMS application.



Creating Customer Peace-of-Mind

Lewcott Corporation Outsources its IT Infrastructure to Ease Internal Demands

A ONENECK IT SERVICES CASE STUDY



"Planning the work and then sticking to the plan was critical. OneNeck's expert skills in this area helped ensure a successful transition."

Debra A. Beard
General Manager
Lewcott Corporation



First, OneNeck moved Lewcott's Windows Exchange servers to its Gilbert, Arizona Data Center. Conducted over a weekend to eliminate business down-time, OneNeck transitioned the infrastructure without difficulty and the system was completely functional the following Tuesday. Once the system was operating in a live environment, the fully engaged team tweaked certain applications and experienced lost production time of less than five hours that affected only e-mail. The AS400 was then moved later that year to minimize the impact to the business and was completely functional within six to eight hours.

Next, OneNeck became an expert in managing Lewcott's CMS ERP application environment. CMS, a powerful and fully integrated ERP application, enables manufacturers to optimize internal resources and processes. Although OneNeck provides comprehensive ERP solutions covering many competencies, CMS software presented a new application for OneNeck. However, OneNeck developed the necessary expertise in-house and brought the application on-line quickly.

In addition, OneNeck integrated customized 24x7x365 monitoring tools within the IT infrastructure. As a result, the streamlined functionality required only one desktop person at Lewcott. OneNeck also customized the networking protocol and off-site back-up storage process. And, by establishing an MPLS T1 connection and Virtual Private Network, OneNeck configured secured communications between Lewcott and its qualified vendors.

The Benefits

OneNeck not only delivered the Lewcott project under the contract terms, but also exceeded expectations. "We knew OneNeck could deliver immediately on the AS400 transition. However, we expected the CMS ERP solution to take awhile longer because this was a new application for them," said Debra Beard, General Manager of Lewcott. "However, OneNeck quickly acquired CMS expertise and transitioned the application flawlessly. Plus, the team was highly involved in the planning process. Developing, and sticking to, an effective plan helped ensure a successful transition."

Since OneNeck applied its standards, the IT infrastructure requires less hands-on involvement and more peace of mind for Lewcott personnel. Lewcott now focuses more time on strategic initiatives that achieve corporate objectives. In addition, new monitoring tools alert and engage the operations team as needed. Plus, system users experience enhanced system performance and availability.

OneNeck and Lewcott developed a collaborative partnership that successfully manages its current IT infrastructure. This partnership provides the optimum mix of process and technology to support the short-, mid- and long-term goals of Lewcott Corporation.

Lewcott Facts

Organization	• Lewcott Corporation
Industry	• Specialty Chemical and Materials
Business Challenges	• Limited technical resources available to manage ERP environment at required levels
Application Environment	• CMS ERP • Domino • TL Ashford Labeling
Technical Environment	• AS400 i520 E-Series • Exchange (Windows Server 2003) • File/Share Servers



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