

NexGen Services

Esmark Steel Case Study



**A Unified Communications Solution for Esmark Steel Group,
a multi-site enterprise deploying Allworx IP phone systems,
Windstream network, Adtran network equipment & Cisco network security.**

Esmark Steel Group, a subsidiary of Esmark, Inc., was formed in November 2009 and is one of the United States' leading processors and distributors of flat-rolled steel and the third-largest U.S. producer of tin plate steel, offering the products, services and innovations to help its customers gain and sustain the competitive edge in their industries.

Esmark Steel's subsidiaries include Chicago Steel and Iron, Inc. located in University Park, IL, Sun Steel in Chicago Heights, IL, Kelco Metals in Schaumburg, IL, Independent Steel in Valley City, OH.

The Esmark Steel Group was not able to function effectively as a business unit. It had a variety of older technology telephone systems and network services at each of their locations. Consequently, the multiple sites were unable to communicate easily, access to core information systems was slow, phone calls could not be transferred from site to site, and maintenance on the multiple networks and systems was difficult and costly.



Tim Chambers, IT Director at Esmark Steel Group, and Jack Bush, President of NexGen Services, worked together to design and implement a solution to their telecommunication problems. Esmark has a long-standing relationship with S&G Communications, NexGen's structured cabling division, which has been servicing Esmark's cabling needs for many years. The Unified Communications solution includes a multi-site Allworx IP phone system and Windstream MPLS network that allows the steel division to operate and appear to their customers as an integrated unit. The local network at each site utilizing Adtran network switches has provided a marked operational improvement by placing critical information in the hands of production managers, machine operators, sales and customer service personnel. Cisco security appliances provide routing of traffic over high-speed, low-cost internet service, internal MIS traffic over MPLS, network security and alternate routing in the event of interruptions. (See the Esmark technical solution on page 2.)

Esmark has also moved its data to the Windstream Tier 3 Data Center in Franklin Park, IL which provides managed backup, redundancy, and 24x7x365 monitoring to help ensure uninterrupted access and protection of critical data. This move resulted in additional savings as well.

Overview

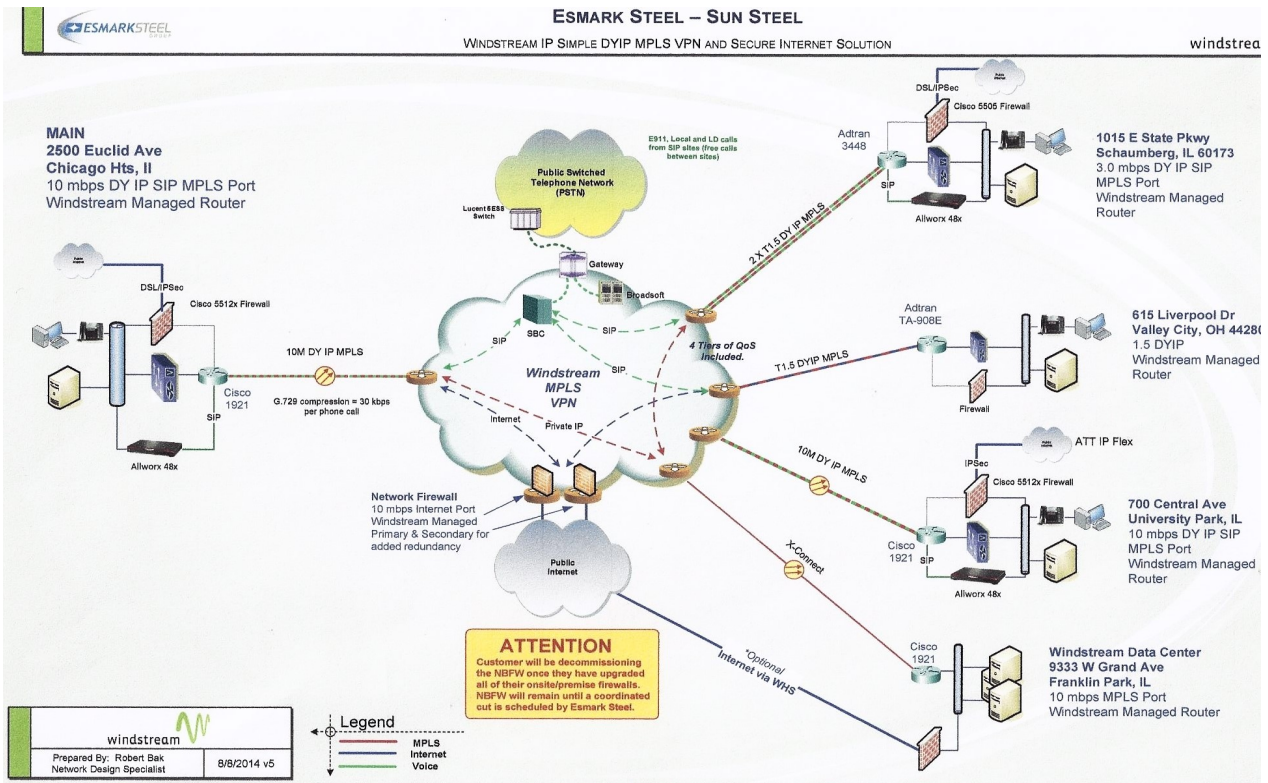
Challenge

Solution

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Nex Gen's Engineered Solution for Esmark Steel Group



Personalized Solution for Esmark Steel Group:

- Allworx IP telephone systems at all sites with rich features to include:
 - Centralized answering
 - Voice mail to email
 - Call Assistant PC-based switchboard
 - Speech Bridge voice recognition for after-hours call handling
- Redesigned local networks with VLANs separating voice and data on Adtran layer 2 & 3 switches
- MPLS and SIP trunking
- Cisco firewalls providing traffic routing and failover

Note: Esmark will soon be moving its data to the Windstream Tier 3 Data Center in Franklin Park, IL, which will provide managed backup, redundancy, and 24x7x365 monitoring to help ensure uninterrupted access and protection of critical data.