

CASE STUDY | 2022

Capital Steel & Wire

Managed IT Services

Customer

Capital Steel & Wire (CSW) is a leading producer and supplier of domestic and international steel bar, steel wire, and wire rod with global knowledge of the steel industry. CSW provides exceptional, value-added solutions for customers in the following industries Automotive, Military (DOD), RV, Oil and Gas, Energy Sector, Lawn & Garden, Aerospace, Fastener, Agricultural, Fitness Equipment, Heavy Truck, and PPE—Personal Protection Equipment.

Environment

CSW has multiple facilities in Michigan. Their information technology environment includes Meraki routers, Cisco switches, CrowdStrike, MS O365, Adobe Acrobat, and Plex Manufacturing Cloud.

Challenge

CSW was experiencing slow response times, limited technical infrastructure guidance, and value from their current managed service provider, thus seeking solutions from other IT service providers. Based on reputation, references, and experience, CSW selected Dewpoint.

Solution

Dewpoint started by discussing and documenting CSW requirements to transition from the current provider. Using a repeatable, consistent process, we developed an organized, time-specific transition and communication plan to move IT-managed services to Dewpoint. During the transition process, we held regular status meetings with CSW to keep them apprised of the process and quickly resolve any roadblocks. Dewpoint's services include service desk and desktop support, IT management, asset tracking, Office 365, server, network, and security services.

Results

The Dewpoint Team successfully completed the transition of CSW's IT infrastructure environment and services in November 2019. We currently support all of CSW's IT infrastructure and managed services. Implementing improved tools and standard and consistent reporting metrics provides CSW with data analytics for business growth. Dewpoint consistently receives high customer satisfaction ratings from CSW.