

CASE  
STUDY

# Camco Chemical Co.



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**Camco Chemical Co.  
is a  
premier contact  
manufacturer of  
cleaning, processing,  
and sanitizing  
chemical products**

## Profile

Since 1960, Camco Chemical Co., Inc. has been packaging, blending, warehousing, and manufacturing institutional, industrial, and consumer chemicals for product marketers across the country. Headquartered in Northern Kentucky, the three-generation family-owned business provides order fulfillment for chemical product marketers in a broad range of industries including agriculture, automotive, and personal care.

Camco developed from a small co-packing enterprise, to one of today's premier contact manufacturers of cleaning, processing, and sanitizing chemical products. The company offers a full spectrum of services. Camco has the ability to blend, test for quality control, and fill large quantities of liquid and powder formulations in packages as small and complex as quarter-pound form, while also maintaining the ability to fill and seal water-soluble polyvinyl alcohol packets as large and simple as bulk railcars.

Because of the company's large range of services, Camco offers its clients flexibility to tailor their services to their industries' unique needs. Regardless of the demand, Camco has the ability to serve the level of involvement required by any of their clients' market environments.



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

## Challenge

A few years after Camco Chemical Co. switched from internal information technology support to managed I.T. 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.



**Terry Leming**  
VP-Administration





**Camco supports its technology with a hybrid arrangement popular with manufacturers.**

When Camco Chemical Co. went through its mass growth phase, the company already had been working with NetGain Technologies for more than a decade, and had signed on to a managed I.T. support solution about four years earlier. Terry Leming, Camco's vice president of administration, recalls conversations with NetGain Technologies' CEO Mark Jacobson, account executive Dave Thompson, and support engineers Chris Heiert and Robin Fischer, 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 I.T. 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 I.T. services.

## Results

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**We had to switch  
to keep current with  
what our customers  
were wanting.**

**Terry Leming**  
VP-Administration

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 I.T. 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 roadmapping" 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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## TECHNOLOGIES

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