

Stoneridge Applies TWCBC Fiber Circuit Solution To Build More Robust and Efficient Network

NEW FIBER CONNECTION ALLOWS FOR SEAMLESS DATA TRANSMISSION WORLDWIDE

“*TWCBC’s fiber circuit is a fail-safe service for us. If something goes wrong, we truly rely on it to keep the network up and running and to keep our business operating. Thanks to the changes we made and the new network architecture we now have in place, we can dream bigger in terms of what is possible. At Stoneridge, IT is now seen as part of the solution, not part of the problem.*”

— John Young,
IT Technical Director at Stoneridge

Stoneridge designs and manufactures highly engineered electrical and electronic components, modules and systems for the transportation industry, including automotive, agricultural, commercial truck, and off-highway vehicle markets. Staying competitive in this fast-paced industry while supplying extremely customized “on-demand” products requires real-time communication among Stoneridge operations throughout the world. Stoneridge prides itself on industry-leading customer service – orders are often filled and shipped within hours of receipt.

A vital part of this supply chain is Stoneridge’s information technology (IT) team based at the company’s Warren, Ohio, corporate headquarters. On-call 24/7/365, the team ensures that Stoneridge’s network is operating seamlessly so that every location has access to the information it needs to optimize productivity and meet customer needs. The IT team accomplishes this monumental task with the help of robust and reliable solutions like TWCBC’s fiber connectivity.

BACKGROUND

In late 2006, Stoneridge’s IT team found itself in a difficult situation. At the time, the corporate headquarters had a single T1 connection serving five other locations. This connection was the hub for a large part of the company’s critical back office business systems suite and also the gateway for worldwide orders. Data transmission was sometimes painfully slow and team members often received midnight calls about network outages. Plants would have to wait while IT worked to restore access as quickly as possible.

Through the tireless efforts of the IT team and plant personnel, Stoneridge customers never suffered. However, the status quo was unsustainable. Adding services to the network to keep up with the company’s growing communications needs was virtually impossible given network capacity limitations. Consensus by the IT team was that at least five times as much bandwidth was required to ensure seamless connectivity and provide capacity for future technology enhancements. Building redundancy into the network was also integral, so an isolated event would not cause a service interruption. Stoneridge asked TWCBC for a consultation.

About Time Warner Cable Business Class

Time Warner Cable Business Class, a service of Time Warner Cable, is available in 27 states which include some of the most technologically advanced, best-clustered cable systems in the country with more than seventy five percent of the company's customers in systems of 300,000 subscribers or more. The company offers voice, data, video and security solutions to provide a full complement of business communications tools. Having an established national presence, along with dedicated local teams, the company provides award winning customer service. Supporting enterprise, government and small to medium-sized businesses with a consultative approach, Time Warner Cable Business Class is focused exclusively on individual business needs.



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SOLUTION

TWCBC immediately set to work, meeting with Stoneridge IT network engineers to gain a better understanding of the company's business and communications requirements. TWCBC recommended that Stoneridge install a fiber circuit – a solution that would combine the reliability, scalability and capacity Stoneridge was looking for.

Stoneridge needed time to plan out the details and gear up for a fiber installation, but it was apparent to everyone involved that something had to be done right away. To help alleviate immediate traffic concerns, TWCBC provided Stoneridge with Business Class High-Speed Internet service that instantly fortified the existing network.

Stoneridge IT ultimately chose to install a 45 Megabit TWCBC fiber circuit as Internet access and a failover service for the company's network. If the primary connection ever faltered, operations would automatically shift to the TWCBC connection. For the IT team, this meant peace of mind. Having a robust line whose bandwidth could be increased with a single phone call was a significant step forward – having access to TWCBC's local customer service and technical experts was an added bonus.

RESULTS

Two weeks after it was installed, Stoneridge's networked failed over to TWCBC's fiber circuit for the first time.

"The first failover process went very smoothly. Only one data packet was lost during the switchover. The best part was – none of our plants even knew it happened. We didn't get a single phone call and we were thrilled," says John Young, IT Technical Director at Stoneridge.

Since its initial installation, TWCBC's fiber solution has continued to perform at a consistently high level of reliability and has become an essential and trusted reinforcement for the Stoneridge network. Stoneridge IT is now free to make better use of its resources and devote more time to improving and adding services instead of constantly troubleshooting service interruptions.

"TWCBC's fiber circuit is a fail-safe service for us. If something goes wrong, we truly rely on it to keep the network up and running and to keep our business operating," says Young. "Thanks to the changes we made and the new network architecture we now have in place, we can dream bigger in terms of what is possible. At Stoneridge, IT is now seen as part of the solution, not part of the problem."

TWCBC's track record has helped strengthen its relationship with Stoneridge; the companies continue to work together on new projects.