



Case Study: Unimin Corporation



Summary: Unimin Corporation, a member of the Sibelco Group, is North America's leading industrial mineral producer and a technology partner to a diverse customer base. Their silica, high purity quartz, feldspar, nepheline syenite, calcium carbonate, clay, kaolin, lime and limestone products are the fundamental building blocks of nearly every industrial and manufacturing process. With 11,000 employees operating 214 production facilities throughout the world, Unimin is headquartered in New Canaan, CT. Unimin had been searching for a solution to slow equipment turnaround, and retaining sufficient IT staff to image machines. Unimin engaged Whalley Computer Associates to come up with a solution to help overcome the problems created by these obstacles.

Challenges: The challenges Unimin faced was that with insufficient IT staffing to image product, together with a slowing turn-around of Dell product it was creating roadblocks in their operating processes.

Solution: WCA worked with Dell, improving their system to ship product faster to Unimin. WCA stocked, provided on-demand imaging services and shipped with the SLA required by the customer. WCA also collaborated with Dell and UNimin to obtain external French keyboards and internal French keyboards for laptops.

Benefits: Turnaround time was vastly improved and other services provided by WCA solved the lag in process caused by the Unimin's insufficient IT staffing to handle the demands of stocking and imaging.

Industry

Corporate
New Canaan, CT

Environment

- 40 + Locations
- Limited IT Staff

Challenges

- Slow Dell turnaround
- Staff to image machines
- Canadian Image with French keyboards

Solution

- Dell product
- WCA Stocking
- WCA Imaging and turnaround
- Canadian shipping