

MSA migrated partners to a new value-added network seamlessly and effortlessly



Mine Safety Appliances (MSA)

Location

Pittsburgh, Pennsylvania

Industry

Manufacturing of Sophisticated Safety Products

Revenue

\$907.9 million (2005)

Business challenge

Migrate its business partners seamlessly to a new value-added network (VAN) that provided unparalleled security, disaster recovery services and good value

Solution

Sterling Collaboration NetworkSM

Benefits

- Sterling Collaboration Network ensures reliability in all environments (low volume or high volume)
- Provides fast, secure data delivery
- Enables cost savings (20% for MSA)

Customer background

Established in 1914, MSA is a global leader in the development, manufacture and supply of sophisticated safety products that protect people's health and safety. These products typically integrate any combination of electronics, mechanical systems and advanced materials to protect users against hazardous or life-threatening situations. They are used by workers around the world in fire service, homeland security, construction and other industries, as well as the military. Principal products include self-contained breathing apparatus, gas masks, gas detection instruments, head protection, respirators and thermal imaging cameras. MSA has manufacturing operations throughout the United States and Europe, as well as more than 30 international locations.

Business challenge

MSA wanted to migrate its business partners seamlessly and effortlessly to a BPN that provided secure file transfer protocol (FTP), disaster recovery services and good value.

EDI Administrator Joyce Abram contacted Sterling Commerce for ideas since MSA was already using its Gentran:Server® for UNIX ECWorkbench. Abram said her goal was to ensure network traffic migration would go smoothly and not cause problems for MSA's business partners. "We needed a combination of benefits," she said. "We wanted a transition without problems, excellent service, and a good value, which meant we needed a reliable and dependable network that was cost-effective. That's why we went to Sterling Commerce, and that's exactly what we got."

“Not one problem occurred when Sterling Commerce migrated our network traffic. Our trading partners migrated successfully, data flowed easily and service was uninterrupted and totally transparent to our users and to us. You can’t ask for anything better than that.”

Joyce Abram
EDI Administrator, Coordinator, and Senior Systems Analyst,
Mine Safety Appliances (MSA)

Solution

It took only six days for Sterling Commerce to migrate MSA’s network traffic to Sterling Collaboration Network—its business process network (BPN).

Sterling Collaboration Network is the first network to offer all the advantages of a full-service private network, plus real-time visibility and control over B2B operations. Sterling Collaboration Network is the world’s most trusted BPN service and ensures MSA’s network traffic runs effortlessly. It guarantees delivery of business-critical documents with end-to-end audits and controls, data archiving and 24/7 global customer support, which is especially important to MSA because it has manufacturing operations throughout the United States and Europe, as well as more than 30 international locations.

Prior to migrating MSA’s 57 business partners to Sterling Collaboration Network, Sterling Commerce contacted each one to verify information such as VAN, control number, etc., thus ensuring connectivity wouldn’t be interrupted. Migration occurred on time, and the business partners never experienced problems or delays.

Now MSA has a 360 degree view of its business partners, thanks to a Web-based Sterling Commerce Community Management Services. This system for document tracking distributes and

manages files securely in high-volume, multi-enterprise environments through its sophisticated store and forward technology, its ability to manage massive amounts of information concurrently and its uncompromising security. Abram said she’s able to track a problem instantly on the Web if she has a problem sending or receiving a document. “This is especially important when I’m sending data to a new customer,” she said. “The 360 degree view ensures the data isn’t lost or hanging somewhere.”

Key benefits

MSA has experienced these business-critical benefits from Sterling Collaboration Network:

- A 20% decrease in monthly bills
- Fast, secure data delivery
- Peace of mind knowing that disaster recovery services will restore network traffic within 24 hours at a designated offsite backup data center

Even though all Sterling Commerce products and processes run well, Abram said the people behind the scenes are equally important. “I’ve called customer service a few times and was extremely pleased with their responses,” she said. “In fact, during one call, a customer service representative answered my question and then called me back an hour later to give me additional information. That’s never happened to me before—anywhere. I was pleasantly surprised.”

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network to accelerate revenues and reduce costs. Sterling Commerce provides more than 18,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate inside and outside their enterprise. More information can be found at www.sterlingcommerce.com.

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