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Sarah Coffman, Controller and CFO, Ideal Steel

When it comes to steel, Ideal Steel knows how to cut it. For 38 years, this family-owned company has been at the forefront of custom steel plate cutting, serving a diverse range of industries with precision and dedication. With locations in Texas, Ohio, and Oregon, Ideal Steel has grown from a small operation focused on a single customer to a thriving business with a loyal client base and around 200 employees, sometimes scaling up to 300 during peak times.

Sarah Coffman, the Controller and CFO of Ideal Steel, has been with the company for 18 years. Her journey with Ideal Steel is a testament to the company's commitment to its employees. "I was in public accounting for the first seven years of my career, but I knew I wanted to work for one company and focus my abilities to improve that one company," Sarah shares. Ideal Steel's flexibility and family-oriented culture have allowed her to balance work and family life seamlessly.

Ideal Steel's growth and success, however, have not come without challenges. As the company expanded, so did its need for robust IT infrastructure and services. Enter Kelley Create, a trusted partner who has been instrumental in helping Ideal Steel navigate the complexities of modern technology. The partnership began with copiers and printers but quickly expanded to include comprehensive Managed IT services.

"Paul, our CEO and President, has always been open to new technology, ensuring we have the best technology for our internal processes, operations, and security," Sarah explains. This forward-thinking approach led Ideal Steel to Kelley Create, where they found not just a service provider but a proactive partner.

One of the standout aspects of Kelley Create's service is the commitment to building and nurturing strong relationships. Ideal Steel values long-term partnerships, and Kelley Create fits right into this ethos. "Having our vCIO, Jason, as our point of contact has been great. He might not always have the answers, but he makes sure to point us in the right direction and stays in the loop," Sarah says.

Kelley Create has also brought a sense of security and stability to Ideal Steel's operations. "In the past, we were more reactive. Now, we have a plan, a technology roadmap for the next five years," Sarah explains. This strategic approach has allowed Ideal Steel to budget effectively and avoid the last-minute scrambles that were once the norm.

The trusted relationship between Ideal Steel and Kelley Create is a solid example of how partnerships, collaboration, and innovation can drive success. Ideal Steel can now focus on cutting steel with precision, knowing that their IT needs are in capable hands.