



## CASE STUDY

# Building a Sustainable Partnership: How Azek Strengthened Network Operations with Managed Services

Discover how The AZEK Company strengthened network reliability and scaled securely by partnering with Katalyst for 24/7 managed services and embedded engineering support.

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## CLIENT

The AZEK Company

## WORKING TOGETHER

Partnered with Katalyst for nearly 5 years

## KATALYST'S ROLE

- Network modernization and segmentation
- 24/7 network monitoring and support
- Strategic consultation on network design and continuity
- Embedded network engineering support across 24+ sites

# About The Azek Company

The AZEK Company is a leading manufacturer of beautiful, low maintenance outdoor living products rooted in innovation and sustainability. Headquartered in Chicago's Fulton Market district and supported by manufacturing and recycling facilities across multiple U.S. states, AZEK harnesses advanced material science and recycled content to offer world class solutions like TimberTech®, AZEK Trim® and Versatex®. Committed to doing good for people and planet, the company strives to use one billion pounds of recycled material annually, reduce its carbon footprint, and foster an inclusive, customer centric workplace, all while delivering lasting performance and design for its customers.



## Partnership Goal

**To strengthen AZEK's network reliability and security at scale by providing 24/7 managed services and embedded engineering expertise that supports growth, ensures consistent operations across 24+ sites, and complements the internal IT team.**

# Executive Summary

As The AZEK Company continues to expand its leadership in sustainable outdoor living products, the demands on its network environment have grown in both scale and complexity. Ensuring stable and secure connectivity across manufacturing and office locations required a trusted partner who could complement the strengths of AZEK's internal IT team.

Katalyst has provided network-focused managed services and engineering support tailored to AZEK's needs. Together, the companies have strengthened network reliability, introduced segmentation to improve security, and established consistent 24/7 coverage. This collaboration has given AZEK the confidence to scale while keeping its network infrastructure resilient and adaptable.



"Katalyst is an accelerator to my team. I don't have to staff every new skill set internally—I can rely on Katalyst to advise and execute when needed. They enable my team to move faster," said Michelle Kasson, VP & Chief Information Officer at The AZEK Company.

# The Challenge

AZEK's IT organization was navigating the realities of growth: an expanding footprint, greater security expectations, and the need for reliable network connectivity across diverse sites. While the internal team was strong, the rapid pace of expansion demanded additional expertise and consistent monitoring to ensure uninterrupted operations.

Kasson, who joined as CIO in 2019, understood the importance of building a resilient network foundation that could support AZEK's long-term strategy. She sought a partner who could provide both hands-on network support and strategic guidance, ensuring that AZEK stayed ahead of increasing demands.



"Our network environment was becoming more complex as AZEK grew. I wanted to make sure we had the right structure in place to support that growth, and finding the right partner was a critical part of the strategy," Kasson explained.

# The Partnership

Katalyst was initially engaged to support a network modernization initiative. Their reliability, expertise, and accountability quickly stood out, building trust with the AZEK team. What began as a project-based engagement has grown into a long-term partnership where Katalyst provides managed network services alongside dedicated engineering support.

Through 24/7 monitoring, infrastructure management, and embedded resources who work seamlessly with AZEK's staff, Katalyst has become an extension of the internal team. This model gives AZEK the flexibility to adapt network resources to changing needs without overextending internal staff.



"They came to me with a model that offered more flexibility and value than traditional hiring. It wasn't just about filling a gap—it was about finding a smarter way to scale," Kasson said.

# The Results & Outcomes

The AZEK + Katalyst partnership has delivered tangible benefits:

- **Reliable Network Operations:** With proactive monitoring and segmentation, AZEK's sites now experience greater stability, enabling employees to stay focused on production and innovation.
- **Strategic Collaboration:** Blending managed services with network engineering expertise has positioned AZEK to meet immediate demands while preparing for future needs.
- **Operational Confidence:** With a clear escalation path and 24/7 coverage, the internal IT team has greater assurance that network operations will remain strong, even as priorities shift toward strategic initiatives.
- **Embedded Expertise:** Katalyst engineers have become part of AZEK's daily workflow, providing consistency and accelerating projects.



"We operate with the mindset that we're an extension of AZEK. Whether it's supporting day-to-day needs or planning for the future, we're invested in their success," said Mike Acres, Consulting Engineer at Katalyst.

## Looking Ahead

Kasson views Katalyst as a critical partner in ensuring AZEK's network can keep pace with business growth and innovation. She values the trust, accountability, and expertise the partnership brings, and remains committed to advocating for this model going forward.

Blending managed services with engineering support has given AZEK a network foundation that is resilient, scalable, and positioned for the future. With Katalyst at the table as both a partner and advisor, Kasson is confident the relationship will continue to support AZEK's mission and momentum.



"What I appreciate most is trust. I know Katalyst is invested in our journey, and that makes them more than a vendor—they're a partner I can count on"

— **Michelle Kasson, VP & CIO at The Azek Company**

# Meet the Team



**Michelle Kasson**

*VP & CIO,  
The AZEK Company*



**Rob Fogleman**

*Account Manager,  
Katalyst*



**Mike Talbert**

*Director, Engineering  
Katalyst*



**Mike Acres**

*Consulting Engineer,  
Katalyst*



**Sean Webb**

*Manager, Managed  
Services, Katalyst*

**If network performance is holding back your growth goals, it's time for a smarter support model.**

**Schedule a call** with the Katalyst team to learn how we can strengthen your network and support your IT strategy.



# **Enabling our clients to go further, faster, safer.**

Helping organizations achieve reliable IT operations and cost efficiency through Managed Services, Cybersecurity, and Cloud Solutions.



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