

www.railexchangeinc.com Gets Two Big Updates

Rail Exchange's motto is "We make it easy to do business with us." Well, doing business just got easier with two big additions to the Rail Exchange Web site at www.railexchangeinc.com

Getting estimates has never been easier. Rail Exchange has added a new element to its Web site that allows visitors to get a quick estimate on standard grab iron configurations.

Simply visit www.railexchangeinc.com and click on "Get a Grab Iron Estimate Now" in the left-hand navigation bar. You'll be directed to a page that features 11 different grab iron configurations. Choose "Get Estimate" and a form will pop up that asks for your contact information and the exact dimensions of your part along with the quantity needed. Complete the form, then click "Get Estimate." Your information will be delivered to Rail Exchange and you will be notified when the estimate is prepared.

For each of the 11 grab iron configurations, you can also choose to view a print as a Portable Document File

listeners through Rail Exchange's plant in Chicago Heights, Ill., while providing details of its equipment and capabilities.

"Increasingly, people are doing business on the Web and need to be able to send information back and forth electronically. It is our hope

(PDF) for printing at your office. If you have your own print, you can still fax it to Rail Exchange at 1-708-757-6828 or email it to mattbart@railexchangeinc.com with the quantity needed.

Another addition to the Web site is an audio presentation on Rail Exchange and its capabilities. Click on "Brochures and Newsletters" in the left-hand navigation bar to view the audio presentation on your computer. It's a short, narrated presentation that walks

that by allowing our customers to access standard grab iron prints online, they'll be able to quickly fill out a form and send it in without having to bother with sending oversized faxes and filling out information over and over again," says Dean M. Bartolini, president and CEO of Rail Exchange, Inc.

"So far, the response has been great. It has been a real value-added service for our customers and it makes turning around quotes at our end much easier, too."



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Rail Exchange Celebrates 30 Years

A lot has changed since Rail Exchange was founded 30 years ago. We began manufacturing grab irons for railroad freight cars and locomotives. Today, we continue to manufacture grab irons and a whole lot more.

It all began in a plant on Union Street in Chicago Heights, Illinois with just six employees (three of which were owners) and we didn't own one piece of equipment.

Today, we employ about 75 people, own and operate 13 forging centers and a machine shop in a 36,000 square-foot plant at 1150 State Street in Chicago Heights.

During the last 30 years, we've seen people come and go. We've seen companies come and go. We've seen the price of steel fluctuate about as much as the stock market has of late. We've been through tough times and times of prosperity; times where we worked hard to keep up with the pace of business and times when we wondered where we would find the next job.

Throughout it all, the only constant has been our commitment to you, our customers, who have made these 30 years possible.

Our loyal employees deserve a heartfelt thank you.

We've been through uncertain economic times before and hoped never to see the day when they'd occur again, but here we are, immersed in a time that puts the best of us to the test.

In tough times like these, you'll see some businesses disappearing; others will rise above the fray and not just survive, but go on to thrive. Rail Exchange is one of those companies that will emerge from this downturn stronger than ever before because we know what we have to do to earn your business and your loyalty.

We work hard to earn each and every job we are awarded and as always,

customer service is a top priority. So as we embark on our next 30 years, rest assured that while we're doing some belt-tightening at this end to cut our costs, we are firmly committed to the railroad industry and will not make any cuts that in anyway impacts the products and services that we provide our customers.

In fact, in this newsletter, you'll find that we are continuing to invest in our future and yours. We've boosted the capabilities of our Web site and we're continuing to add new capabilities to our shop floor.

When we emerge from this economic downturn, and we will, all of us here at Rail Exchange will be ready.

Thank you for a wonderful 30 years!

Dean M. Bartolini
President and CEO



One change to Rail Exchange's Web site is the addition of an audio presentation that invites listeners to hear the history of Rail Exchange and tour its plant and capabilities in Chicago Heights, Illinois.

John Cosenza—Someone You Should Know

John Cosenza has been with Rail Exchange for 25 years and he's someone you should know. Cosenza heads up Rail Exchange's customer service department. Customers with questions about their order – the status of the order, where it is in the manufacturing process and when it will be delivered—should talk to him.

“John communicates on a daily basis with all of our customers on shipments and quotes, so for many customers, it will be nice to put a face with the voice on the phone and his emails,” says Dean M. Bartolini, president and CEO, Rail Exchange, Inc.

Cosenza not only heads up customer service, but he is the driving force behind Rail Exchange's information technology department. He takes the lead on all issues related to IT, programming and the company's new computer system.

He is also linked to the manufacturing side of the business. He processes all the instructions to the shop and writes the methods for how all parts are manufactured.

Cosenza started out with Rail Ex-

with the firm, he still figures prominently in its future. “John's experience and years with the company are invaluable,” adds Bartolini. “He's become an integral part of the company and as we move to the future, he will be among our up-and-coming managers.”



change in the shipping department. Today, the shipping department also reports to him.

While he already has a 25-year tenure

“He is just in his early forties now, so we're looking to have him with the company for many more years.”

Rail Exchange Preps for Upturn

The economy is going to turn around and when it does, Rail Exchange intends to be ready.

Rail Exchange is using the downturn to increase its capacity for better times. The company recently purchased two new pieces of equipment that will boost capacity significantly.

A two-inch Hill-Acme upsetter has been added to the shop floor, which gives Rail Exchange a total of 13 forging centers. “It will be able to handle any job I have in the shop,” says Ken Nelson, forge shop manager, who expects it to increase overall capacity by 10% when

the machine becomes operational this spring.

“We’re experiencing slow times right now, like everybody else,” says Dean M. Bartolini, president and CEO of Rail Exchange, Inc. “We want to put this time to good use and take a pro-active approach that will pay off for our customers when the economy picks up again.”

DMC135V Eco is a state-of-the-art machine that will enable Rail Exchange to make all of its own tooling and dies.

“Currently, we outsource many of our dies. With this machine, we’ll be able to keep everything in-house, which will allow us to contain costs,” says Nelson, who along with two operators recently completed a three-day educational program providing instruction on pro-

gramming and operating the machine.

The new machine required a considerable investment, but is expected to net a significant return when it is fully operational this spring.

“We had to move some equipment around to reconfigure the shop floor to



Lenny Wegrzyn, machine shop operator (left), programs the new milling/machining center with Hilbert Gasior, machine shop operator.

make room for both machines, but otherwise, moving them in was relatively easy,” says Nelson. “They will both save a lot of money for Rail Exchange, money that we won’t have to spend on the outside.”

Another addition is a brand-new CNC (computer numerically-controlled) milling and machining center made by DMG. The

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