Stericycle

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Company Information[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=1)]

[A green and white logo

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Stericycle company logo

**Network Number(s)**

**20626**

**Headquarters:**

Stericycle is a compliance company that specializes in collecting and disposing regulated substances, such as medical waste and sharps, pharmaceuticals, hazardous waste, and providing services for recalled and expired goods. It also provides related education and training services, and patient communication services. The company was founded in 1989 and is headquartered in Lake Forest, Illinois, with many more bases of operation around the world, including toxic waste incinerators in Utah and North Carolina.

SageNet has provided a managed router and broadband for Stericycle. All their internal devices and switches will be managed by Stericycle. Sites do not seem to have uniform layouts, and access may be difficult. Some have gate systems and are not open to the public. Keep this in mind when dispatching to sites.

Franchisees and Variations[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=2)]

Most sites will use FortiGate 60D routers, however some sites may use an 80D or 100D instead.

Aside from the above, SageNet's managed equipment will be consistent. The physical locations, however, will vary greatly. Sites do not have uniform layouts. Some sites may be open to the public, but others have security fences.

Stericycle has no franchises.

Contacts[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=3)]

Internal Contacts[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=4)]

* **Sales**: Dave Weber
* **PM**: House Account - Send to Scott Hartung
* **CIM**: Sally Powell
* **Engineering**:
* **Billing**: Dave Pfeiffer

Customer Contacts[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=5)]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Email** | **Office Phone** | **Mobile Phone** |
| Stericycle Project Manager | Carlotta Castro |  | Carlotta.Castor@stericycle.com | 847-897-0549 |  |
| Stericycle Technical Contact | Ayaz Merchant |  | ayaz.merchant@stericycle.com | 847-932-7016 | 773-368-4946 |
| Helpdesk | Sonny | Shah, Sunny <Sunny.Shah@STERICYCLE.com> |  | 847-932-7012 | 224-220-4230 |
| Escalation POC | Tony Osegueda | (For closing, address or site issue) | aosegueda@stericycle.com |  |  |
| Network Eng | Richard Young |  | Richard.Young@stericycle.com | 416-724-8959 | - |

Services[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=6)]

* Managed Network Appliance ([Fortinet](https://kb.sagenet.com/index.php/Fortinet))
* Broadband Internet Provisioning
* Network Monitoring
* Proactive Maintenance

Equipment Lists[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=7)]

Managed Equipment[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=8)]

**Router**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=9)]

* Vendor: [Fortinet](https://kb.sagenet.com/index.php/Fortinet)
* Model: [FortiGate](https://kb.sagenet.com/index.php/FortiGate) 60D OR 80D OR 100D
* SAP part #:
* Central Managment: [FortiManager](https://kb.sagenet.com/index.php/FortiManager) @ <https://148.73.100.224/>
* Local Managment: HTTPS or SSH to loopback address from [NOC1JUMP Jumpbox](https://kb.sagenet.com/index.php/SageNet_Jumpboxes#NOC1JUMP)
* Install Location: Network Rack

**Provider Modem**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=10)]

* Supplied by ISP
* Install location: With network rack

Procedures[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=11)]

**Monitoring**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=12)]

Stericycle is monitored in [SolarWinds](https://kb.sagenet.com/index.php/SolarWinds).

**2019 - Stericycle is moving to an SDN supported by CenturyLink. As each Location is moved to the SDN we will no longer be able to monitor the Fortinet. We are still responsible for troubleshooting BB issues if they are called in by Stericycle.**

**Site Contact Policy**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=13)]

Sites may be contacted for troubleshooting. When possible, speak with the manager on duty.

**Dispatch Procedure**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=14)]

Dispatch as necessary. Due to recent security issues, the Sites will not allow anyone on-site with out prior authorization. Please contact the Site for all visits and also email [Robert Eckert](mailto:reckert@stericycle.com). Be mindful of business hours. Most locations operate M-F 8-5 in their local time zones.

**RMA Procedure**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=15)]

Follow standard RMA procedure for all equipment.

Technical Specifications[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=16)]

**Modem Configuration**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=17)]

Static IPs should be on the [FortiGate](https://kb.sagenet.com/index.php/FortiGate)'s WAN1 interface. PPPoE circuits should authenticate on the modem when possible. All other modems should be transparently bridged.

**Network Diagrams**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=18)]

Each site will look like one of these three, depending on the FortiGate model used.

[A close-up of a switch

AI-generated content may be incorrect.](https://kb.sagenet.com/index.php/File:Stericycle_60D_Diagram.png) [A diagram of a switch

AI-generated content may be incorrect.](https://kb.sagenet.com/index.php/File:Stericycle_80D_Diagram.png) [A diagram of a cloud computing connection

AI-generated content may be incorrect.](https://kb.sagenet.com/index.php/File:Stericycle_100D_Diagram.png)

**FortiGate Firmware**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=19)]

* 5.4

**FortiGate Policy**[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=20)]

Provisioning[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=21)]

* Due to recent security issues, the Sites will not allow anyone on-site with out prior authorization. Please let Providers know to schedule all visit through us.
* Please contact the Site for all visits and also email [Robert Eckert](mailto:reckert@stericycle.com) and [Carlotta Castro](mailto:Carlotta.Castro@stericycle.com).
* Install in existing Communication Rack.
* **For closing, address or site issues** - escalation poc is Tony Osegueda 847-932-7014 aosegueda@stericycle.com

Primary Connectivity Ordering Instructions[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=22)]

* **Billing Info:** Wholesale (SageNet LLC Federal Tax ID)
* **Price Model:** Flat rate
* **Circuit Cost Basis:** MRC: Do not exceed $120 MRC unless approved by Sales/PM - Any service which meets the customer's speed and price should be immediately submit.
* **Work Flow Type:**
* **Connectivity Technology:** Broadband
* **Connectivity Type Preference:** Cable > Fiber > DSL > Fixed wireless upon approval, must be unlimited data
* **Minimum Speed:** Varies per site
  + **Download:**
  + **Upload:**
  + **IP Type:** Static IP, 1 useable IP required
* **Modem Install Location:** Communications rack in back of Store next to existing equipment.
* **Vendor Contract Term:** 24 Months (ATT-PE should be ordered on a 12 month term)
* **Construction Costs:** case by case basis - please enter cost in "Constr NRC" field, send to PM & PJM. **Anything over $3500**, please enter in Const NRC field and move the order to the PREQUAL queue.
  + **Estimated Cost:**
  + **Pre-approved Construction Allowance:** case by case basis
* **Site Notification:** The customer would like for us to contact the store managers 24-48 hours prior to install. **Please also email**[**Robert Eckert**](mailto:reckert@stericycle.com)**and**[**Carlotta Castro**](mailto:Carlotta.Castro@stericycle.com)**.**
* **Special Instructions:**
  + for closing, address or site issue - escalation poc for Tony Osegueda 847-932-7014 aosegueda@stericycle.com

Billing[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=23)]

Please have all Broadband invoicing sent to:

**Address:**  
SageNet  
C/O CASS INFORMATION SYSTEMS  
PO Box # 182190  
Columbus, OH 43218-2190

**Provider Invoice Contact:** Dora Jackson

**Billing Contact:** Dave Pfeiffer

* **TAX ID:** SageNet LLC = 73-1551328

Miscellaneous Documents[[edit](https://kb.sagenet.com/index.php?title=Stericycle&action=edit&section=24)]

* [Internal Kickoff-Stericycle](https://kb.sagenet.com/images/e/e5/Internal_Kick_Off_Document_-_Stericycle.pptx)
* [Stericycle Installation Guide for TTUP](https://kb.sagenet.com/images/f/fa/Stericycle_Installation_Guide_for_TTUP.docx)
* [Stericycle MSA Services Addendum](https://kb.sagenet.com/images/c/ce/Stericycle_Inc._MSA_Services_Addendum_%2810.11.16%29.pdf)
* [Stericycle Ops Handover](https://kb.sagenet.com/images/6/65/Stericycle_Ops_handover.docx)
* [Stericycle Pilot Hotsheet](https://kb.sagenet.com/images/8/8b/Stericycle_Hotsheet_Pilot_Ver1.1.docx)
* [Stericycle SOW](https://kb.sagenet.com/images/e/e4/Stericycle_SOW_-_SageNet_%281.31.17%29.docx)
* [Stericycle Store Diagram](https://kb.sagenet.com/images/7/7b/Stericycle_Store_Diagram.docx)
* [Stericycle Task List](https://kb.sagenet.com/images/3/31/RTRK.JPG)
* [Stericycle Test Doc Sample-Complete](https://kb.sagenet.com/images/e/e7/Test-Doc-SAMPLE-COMPLETE_Stericycle.xlsx)
* [Stericycle Visio Workflow Diagram](https://kb.sagenet.com/images/d/dc/Stericycle_v3.vsd)