

BPCS & Quadrant Software Increases Productivity at Prince Castle

As a leading manufacturer of commercial food service equipment, Prince Castle Inc. places a high priority on quick shipments, on-time delivery, and competitive pricing covering eight different product lines and over 500 existing product models.

Maintaining their high standards for customer service requires that they constantly streamline the management of mission-critical documents as well as the productivity of their staff. System i (iSeries 400) faxing played a major role in all of these efforts.

The concept wasn't new to Prince Castle, but they needed an enterprise-level solution that would integrate seamlessly with BPCS and let them use email to deliver faxes as well. Their old fax solution simply couldn't keep up with their need to increase productivity while also cutting costs.

The Right Solution

"We were looking for a product that would enable us to automatically send iSeries 400 documents both without the user intervention



and with user intervention," says Mike Nichols, IT

Director at Prince Castle. "We wanted to be able to send user reports, like sales reports, as well as individual documents."

After conducting extensive research on a variety of System i (iSeries 400) faxing solutions, Prince Castle selected and installed Quadrant Software's FastFax/Enterprise in the autumn of 2001. In addition, they purchased Quadrant

"Using the FastFax system, I estimate that we have avoided 30,000 trips to the fax machine this year. There are many hours of work in there."

Mike Nichols
IT Director - Prince Castle

Software's Acrobat PDF module to enhance their ability to deliver mission-critical documents via email using a choice of PDF or TIF attachments. The benefits of the FastFax/Enterprise solution became apparent almost immediately.

Increasing Productivity

"Our customer service reps were very busy and needed a desktop solution for faxing iSeries 400 documents so that they didn't have to get up from their desk and go to the fax machine," says Nichols. "Using the FastFax system, I estimate that we have avoided 30,000 trips to the fax machine this year. And that's not just in customer service, but in the purchasing area as well. This means that the buyers also don't

PRINCE CASTLE INC. 
WORLDWIDE

have to leave their desktops to send and receive fax." In addition to customer service and purchasing, FastFax/Enterprise also streamlines workflow in Prince Castle's credit and accounts payable departments.

"Most people think it doesn't take much to get up and shove two or three pieces of paper into a fax machine," comments Nichols, "but when you multiply that by 30,000, you'll find that there are many hours of work in there."

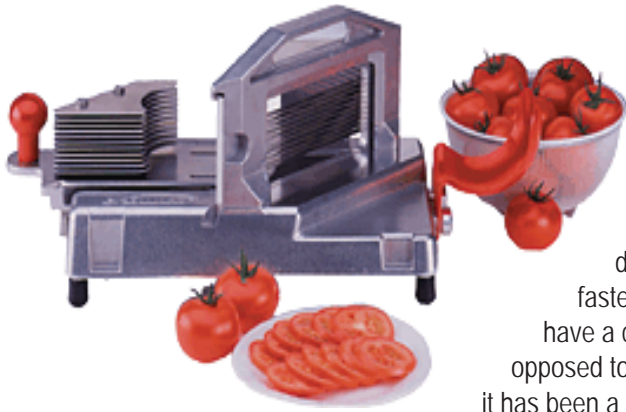
Seamless BPCS Integration

Those kind of benefits link directly to the transparent integration between FastFax/Enterprise and BPCS. At Prince Castle, when customer service rep or a purchasing agent generates a new document, a window pops up within the application and asks if they want to deliver the document by fax, email, print, or any combination thereof. The end user never operates outside their familiar BPCS screens and can fully access FastFax/Enterprise's many benefits with a few mouse clicks. On the LAN side, users can instantly fax multiple document formats by printing the document to the FastFax print driver and filling in the faxing details on the pop-up window. Recipient information stored within BPCS master files is easily available with Quadrant's exclusive enterprise phone books. This level of integration is essential considering the demands that Prince Castle puts on their fax system.



World Headquarters: Quadrant Software, 13095 N. Telecom Parkway, Tampa, FL 33637
Phone: 508-594-2700, Fax: 508-339-8380
Web: www.quadrantsoftware.com Email: quadrant@quadrantsoftware.com

European Headquarters: Quadrant Software (UK), Ltd., PO Box 120, Alresford, SO24 9WU, United Kingdom
Phone: +44 (0) 870 900 0621, Fax: +44 (0) 870 900 0622
Web: www.quadrantsoftware.co.uk Email: quadrant@quadrantsoftware.co.uk



According to Nichols, it's not just the Prince Castle end users who are happy. "The customers enjoy it too, especially the ones that want to receive these documents by email. It's much faster. It's much cleaner, and they have a copy on their desktop now, as opposed to a paper copy. So yeah, I think it has been a success story all around."

Greater Security for Sensitive Documents

That all-around success story includes Prince Castle's use of DID routing for the secure and dependable inbound delivery of sensitive documents. The company currently has 50 human resources and purchasing users set up to receive incoming faxes by email using Microsoft Outlook. "Sensitive faxes, including resumes, job applications, quotes to purchasing, have less exposure through FastFax," explains Nichols. "The line has 50 fax numbers attached to it and is inbound to the FastFax server. Incoming faxes go through the inbound table get automatically disseminated to the right user every time."

Complete PPM Solutions for BPCS

Prince Castle is just one of many BPCS customers who save money and time with Quadrant Software's Paperless Process Management (PPM) solutions. "Quadrant Software has done a lot to make our people more productive," concludes Nichols, "and it didn't cost us much to do it."

In addition to FastFax/Enterprise, Quadrant Software offers a range of PPM solutions that work hand-in-hand with BPCS. These include, among others, Formtastic Forms, an electronic document automation solution for designing and automatically generating superior forms, MICR checks, and barcode labels from the System i (iSeries 400). Formtastic improves the appearance of mission-critical documents,

streamlines workflow, and reduces overhead costs by eliminating preprinted forms.

To supplement Formtastic, BPCS customers can save additional time and money using our FormsPack for BPCS. This Formtastic supplement includes professionally designed BPCS documents complete with all the data mapping required to merge your spool files with the forms.

Quadrant Software also offers a BPCS Integration Module for plug-and-play installation allowing the rapid and headache free implementation of batch and interactive delivery of purchase orders, contract P.O.'s, invoices, order acknowledgements, bills of lading, packing slips, credit memos, debit memos and vendor schedules by any combination of fax, email, and print.

Powerful in scope, but modular in design, Quadrant Software solutions can be used separately or seamlessly integrated together for a complete document management strategy that saves both money and time while increasing security across the entire enterprise.

Contact Us Today!

For more information on Quadrant Software's PPM solutions, please call 508-594-2700, or email quadrant@quadrantsoftware.com. Companies outside the United States should contact our European headquarters at +44 (0) 870 900 0621 or email quadrant@quadrantsoftware.co.uk.

Including purchase orders, order acknowledgements, invoices, and other reports and documents, the company faxes over 3,000 business documents per month. According to Nichols, the ability to deliver these faxes by email using FastFax/Enterprise has improved document management while also cutting costs.

Cutting Costs with FastFax

"Of course, every document that we email (via FastFax) means that we spend nothing on it, as opposed to the cost of a phone call," says Nichols. "We also have some major customers overseas. So, emailing these documents saves us a phone call that may cost anywhere from a \$1 to \$2. That's a big cost savings when you're sending faxes internationally, especially if they are multiple pages."

Increased User / Customer Satisfaction

While saving money and streamlining workflow translates into benefits for the company as a whole, what about the end users at Prince Castle? "They are all very happy with it," says Nichols. "FastFax has received glowing reviews and it has really saved the end users a lot of time and energy."

"Quadrant Software has done a lot to make our people more productive, and it didn't cost us much to do it."

Mike Nichols
IT Director - Prince Castle

