

# FastFax/Enterprise and E-Mail Gateway Save Time & Money on Caplugs' Proprietary ERP

Founded in 1948, Caplugs recently celebrated its 50th anniversary in the manufacture of premium protection products including caps, plugs, edge liners, wrap-around tapes and nettings used in a wide range of industrial applications around the world. From their beginning in the injection molding business, Caplugs assumed a leadership position in customer service, value, and product variety.

Of course, variety creates a challenge when it comes to coordinating the sale, shipment, and finances for over 3,500 standard catalog items and a warehouse that stores over 165,000,000 parts.

Management of this operation occurs on a proprietary ERP system operating on a System i (iSeries400) integrated enterprise. Between purchase orders, invoices, order acknowledgements, and other mission critical documents, Caplugs generates over 1,100 documents for delivery on a daily basis by fax and email. The products chosen to handle this heavy workload were FastFax/Enterprise and FastFax E-Mail Gateway from Quadrant Software.

Since buying Quadrant's integrated fax and email products in 1999, Caplugs has experienced problem-free management of their document distribution needs. Caplugs integrated FastFax with ERP applications that include purchasing, credit and collections, invoices, order acknowledgements, shipping, and report distribution.



According to Mark Oetinger, Caplugs' Director of Information Systems, the union between FastFax and their ERP application has been effortless. "Integration was extremely easy. The FastFax (Extractor) template takes minutes to set." Oetinger and his staff reports very little maintenance is required between existing applications and the FastFax software. "It pretty much runs itself," he says.

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-- Mark Oetinger, Director of Information System

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Easy integration means saved time and money. "Our exact savings haven't been quantified to the dollar and minute, but it's HUGE," says Oetinger. "Here's a couple of examples. Before FastFax, for our credit department to fax an invoice to a customer to expedite payment, they would first enter the invoice number to print. The operator would load the invoice forms on the printer and print. The invoice would be delivered to the credit person who would walk to the fax machine and fax it to the customer. Today, the invoice is sent via FastFax before the customer is off the phone."

Oetinger also reports that FastFax and E-Mail Gateway integrated seamlessly with Caplugs' staff. "For a user, it's simple. For the IS person, the basics are simple but there is so much flexibility in the product that I learn something new almost every day."

Though technical support calls have been few and far between, Oetinger gives high praise to Quadrant Software's support staff. "By far Quadrant has the best Technical Support staff I have ever worked with in my 20 years in IS."

Oetinger also heaps praise upon Quadrant Software's sales team. "Quadrant's sales staff was very helpful and knowledgeable. FastFax was the 3rd package we had in house and the most expensive - but you get what you pay for. It was well worth the money and I would make the same decision again."

Quadrant Software has over a decade of experience providing Paperless Process Management solutions for System i (iSeries 400) and Windows enterprises. Our products create a paperless workplace by allowing you to create, capture, distribute and archive documents electronically, while managing them through their lifecycle.



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