

System21 (GEAC) & Quadrant Software

The Right Choice For Bowman Distribution



Bowman Distribution is a business unit of the Barnes

Group, Inc., a diversified international manufacturer and distributor that serves a wide range of industrial markets with precision metal parts and industrial supplies. Since 1927, Bowman Distribution has been an industry leader in the distribution of maintenance, repair and operating (MRO) supplies. As one of the world's largest MRO distributors, Bowman Distribution has grown into an international logistical management services business. Currently, the company serves thousands of customers in both North America and Europe.

There is no typical customer account at Bowman. The company may install and staff a customer's in-house maintenance department with multiple sites, simply deliver product to a customer's loading dock, or provide any level of product and service offerings in between. In all cases, Bowman provides a flexible mix of systems, products and services tailored to meet individual customer needs. This innovative need-specific approach allows Bowman customers to choose the right product mix or system configuration for maximizing their own MRO performance.

Bowman Distribution has achieved high-growth by focusing its customer efforts in key areas: inventory management services, technical support programs, and superior quality products. Each area is tailored to specific customers needs. Bowman's primary focus is to assist customers in maximizing

their MRO performance to support continued productivity improvement. This is achieved by managing and controlling the common costs that are present in all MRO situations. Another method to control costs is through using the latest technology. At Bowman Distribution's offices in Wiltshire-UK, cost control technology includes an automated fax solution that integrates with Bowman's application vendor System21 (GEAC).

Bowman Distribution purchased FastFax/Blue, one of Quadrant Software's award winning FastFax Family of Products™, back in 1995. With over 3,000 customers, world-class technical support and over a decade of System i (iSeries 400) fax server experience, Quadrant Software was the logical choice for Bowman Distribution. Says Nigel Bell, European IT manager/MIS, "I don't believe any other product was involved. Quadrant Software was selected on their 'market leader' reputation."

FastFax seamlessly integrates with Bowman's System21 (GEAC), an ERP solution, to increase employee productivity while reducing the costs associated with manual faxing of time-sensitive business documents. Bowman faxes approximately 115 purchase orders per week, about 500 invoices per month and most general correspondence through FastFax.

Management staff at Bowman appreciates the way that FastFax makes business run more smoothly. "There's no build up at the fax machine," says Julie Young, purchas-

ing department supervisor. "I don't have to go through the stationery department for franking and mailing," states Alison Norris, senior analyst programmer. "FastFax saves the wait."

Always eager to control costs and maximize efficiency through technology, Bowman Distribution is looking forward to implementing more of the advanced FastFax features. "We are aware that we are only using a portion of what this product can deliver," says Nigel Bell. "We have recently incorporated FastFax on our PC desktop environment and look forward to using more of the 'high-tech' FastFax features."

And if the Bowman staff should encounter any problem in expanding FastFax, help is close at hand as Quadrant Software's European sales and support team is based in the UK. "The sales staff has the same work day we do," observes Nigel Bell. "However we do have 24-hour technical support, even though we have not had to use it."

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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