

# Quadrant Software's PPM Solutions & Infor XA ERP Produce Peak Results at Duro-Last



complementary partner

Founded in 1978 by John R. Burt, Duro-Last started out with a simple goal: to develop a quality roofing system that was long-term, low maintenance, and economical. The roofing membrane that Burt invented in the late 1970s still leads the market, and today Duro-Last is the world's largest manufacturer of prefabricated roofing systems. Duro-Last is also the largest of several companies falling under the same corporate umbrella including Plastatech Engineering, Oscoda Plastics, Tri-City Vinyl, Tip-Top Screw, and Creative Impressions.

Duro-Last, plus the other companies, operates six locations under a WAN (Wide Area Network). Spread across these facilities are roughly 200 users supported by an System i (iSeries 400) running Infor XA ERP (formerly MAPICS). Like so many companies that use Paperless Process Management (PPM) solutions including forms, fax, and email, Duro-Last started with one portion of the PPM suite, fax, and then



Duro-Last Roofing headquarters in Saginaw, MI.

built in more PPM functionality when their business required it.

According to Barbara Baase, IS Manager, the company was already looking for a way to implement an automated fax solution when she started at the company. "We knew it would save so much time," she says. "Normally with faxing you have to get up, go to the fax machine, load the document, dial the number, and then you have to wait. So, it just made a whole lot of sense to be able to fax right from your screen."

The decision to go with FastFax came about after Baase saw FastFax in action at COMMON in 2000. "My boss had already done some research. After what we saw at COMMON, we agreed that Quadrant Software was a good choice." The fact that FastFax could be seamlessly integrated with Infor XA ERP also encouraged Duro-Last to choose Quadrant Software.

"So, for example, when the users are in order entry, all they do is press a function key to fax an order copy," she explains. "FastFax automatically grabs the fax number from the customer's master record in Infor XA ERP and off it goes. We also have an option where you can type in any order number and any fax number, so you can fax a copy to somebody besides the customer."

Baase notes that the benefits of having FastFax were immediate. "Before FastFax, when the customer wanted a faxed copy of an order, the customer service reps had to wait for it to print, fill out fax cover sheet, and put it in the fax machine. And if it was busy they had to wait. Now they just do it from their

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IS Manager, Duro-Last Roofing**

PC and they can even confirm from the desktop that the fax went through. Our users love faxing from the desktop." In addition to order confirmations, Duro-Last also uses FastFax to automatically deliver purchase orders and invoices, plus there are plans to move other documents over to FastFax.

After getting FastFax, email was the next PPM component put in place at Duro-Last. "We needed to upgrade FastFax, and at that time we looked at Quadrant Software's email gateway solutions," Baase remembers. "We thought it was very cost-effective and liked the idea of sending emails in addition to fax." Among other things, Baase used Quadrant Software's email solution to convert a lengthy, printed month-end sales report that was delivered to each sales representative. Now instead of printing and then faxing or mailing the report, sales representatives get their numbers delivered by email.

The benefit of using email to deliver fax attachments increased dramatically when Duro-Last took advantage of FastFax's ability to deliver faxes to email inboxes as PDF attachments. "Once we got PDF the recipients just loved it," says Baase. "We take a spool file that's generated by an RPG program and written to the FastFax outqueue,



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and just because it's in that outqueue, FastFax knows to send an email or a fax using a directory of names, email addresses, and fax numbers."

Once Duro-Last saw the benefits of using ERP-integrated desktop solutions for fax and email, it wasn't long before they started looking at another key PPM component, electronic forms and MICR checks.

"We outsourced check printing for a while, but that wasn't working because of issues with accounting," says Baase. "So, we decided to bring it in-house and looked into Quadrant Software's Formtastic product." After doing a live demo with the product, Duro-Last purchased Formtastic and was immediately happy with the solution's performance. "We just love Formtastic. We use it with a folder/sealer machine. So, we print checks, put them through the folder/sealer, and it's quick and easy."

Before using Formtastic to design checks, Duro-Last had to purchase and struggle with pre-printed checks. Now they use blank safety laser check stock which is inexpensive, easier to handle, and safer to store from a security standpoint. "And if we want to make a change to the design," says Baase. "We just open Formtastic and make the change. It takes no time at all. Before it would have been a major production to add something or change the form."

Paul Bila, a programmer analyst, does the most work with Formtastic at Duro-Last. "I was able to design checks with no problem," says Bila. "It was very easy to add graphics, like the company logo and signatures, and I found it very flexible."

Bila was also very impressed with Formtastic's ability to map and reformat spool file data to exact positions on the form. "I thought it was really cool!" says Bila. "I think it's impressive that you can take that information and put it into a form that looks nice, reads nice, and you can do whatever you want with it. You're limited by pre-printed forms, and this is a better way to go. All you have to do is put blank forms in a MICR laser printer and you're all set to go."

The software also eliminated the need to have each check signed by hand because Formtastic securely stores signatures. Formtastic can even set up maximum check-signing amounts for specific signatures. "We have no more pre-printed checks," explains Baase. "We like the way they look and we don't

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have to worry about alignment."

Another problem solved by Formtastic was the handling of jams and other printing interruptions. "Before Formtastic, if the form was jammed or we lost the spool file, we had to go back in and kind of redo the batch. It was not easy and with pre-printed checks you lost a check number. Using Formtastic, we just remerge the batch, reprint the checks, and the check numbers still match up with accounting. It's a lot less work than it was before."

In addition to the many benefits associated with PPM products offered by Quadrant Software, Duro-Last has been impressed with service and support from day one. "I have to say that Quadrant Software has some of the best tech support I've ever worked with," says Bila. "I'm always very impressed with your support people. They're top notch."

In the future, Duro-Last intends to use Formtastic to design several other mission-critical documents using the same dual-screen GUI that makes designing checks so easy. Meanwhile, they just opened a new company where Formtastic will play a big role right from the beginning. "We don't need to order any forms for this company," says Baase. "When they print an invoice, it's going to generate the spool file as always, but using Formtastic's auto merge feature it automatically detects the file type, and creates their invoice using self-sealable paper stock. So, they don't have any preprinted forms. They're going to use Formtastic for invoices, checks, statements, and order confirmations."

As Duro-Last and its associated companies implement more and more of PPM's feature-rich tools they see growing benefits in terms of streamlining workflow, cost savings, improved response time to customer requests, and overall improvements to efficiency and security. The fact that Quadrant Software's PPM solutions integrate with Infor XA ERP further leverages their investment into that ERP, making the interface between Quadrant Software's PPM solutions and the Infor XA ERP a powerful combination.

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