

FastFax Extractor: *The Right Package for Vulcan Information Packaging*

Vulcan Information Packaging, the nation's largest manufacturer of custom information packaging, was searching for a software package to ease the burden that a manual fax machine was putting on their accounting staff.

Vulcan designs, manufactures and imprints many types of information packaging including index tabs, software packaging, audio and video packaging, CD packaging, ring binders, and packaging for other audiovisual materials. Vulcan is called upon to continually refine its product lines based on the needs of its customers. A willingness to meet their clients' needs granted the company market leadership and tremendous growth. To support this growth, they sought out a fax solution to free up personnel time for the accounting department. Utilizing J.D. Edwards' applications, the staff of 10 was compiling up to 100 documents per day. Countless hours were wasted printing, then manually faxing these mission critical documents – invoices, purchase orders and sales audits – to both internal and external parties.

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Sharon Faile
Vulcan Information Packaging

"We realized how much personnel time was being wasted standing at the fax machine and decided to do something about it," recalls Sharon Faile, IS Manager. "We were (and still are) using the full suite of J.D. Edwards applications and wanted to be able to fax any document off our System i (iSeries 400) to save time and money."

Vulcan reviewed two fax solutions and decided on FastFax from Quadrant Software. "We had read quite a few articles on FastFax and noticed that the product had won several awards," adds Faile. "We appreciated the fact that FastFax gave us the choice of only using one phone line, whereas the competition did not."

Vulcan demanded complete integration into their J.D. Edwards mission-critical applications. "We have four other third party vendor packages," indicates Faile, "None of which integrated as effortlessly as FastFax. To be honest, one package has been a nightmare. It has been great to work with a package that integrates so easily."

Without any programming, FastFax will "fax enable" J.D. Edwards applications, just as it did for Vulcan Information Packaging.

FastFax Extractor allows J.D. Edwards users to withdraw information such as a contact name and fax number from anywhere on the System i (iSeries 400), which greatly increases the speed in which faxes

are created and distributed.

FastFax fax servers are installed in nearly 200 companies that rely on J.D. Edwards mission-critical applications, more than any other automated fax system. "We couldn't be happier," concludes Faile.

Vulcan has been using FastFax for



approximately one year and has experienced very few problems with the system. "When we have had issues, we simply called Technical Support. They have been very helpful and responsive to our needs; but we really haven't had to call much at all."

Quadrant Software Technical Services Division set up Vulcan's P.O. form which made the installation and integration progress even easier. "We had the system running successfully in a matter of hours," recalls Faile. "It is certainly one of the best packages we have ever worked with." And Vulcan knows packaging.



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