

# System21 user saves \$25,000 with Paperless Process Management



## Overview

Founded in 1936 and, currently, with approximately 300 employees, Rexair LLC is one of the oldest vacuum manufacturers in the world. With headquarters in Troy, Michigan and a manufacturing plant in Cadillac, MI, the company sells and ships vacuums to Independent Authorized Rainbow Distributors in over 70 countries.

Faced with mounting costs for delivering documents via fax and using pre-printed forms, Rexair decided to invest in a Paperless Process Management solution that would automate the document distribution tasks and streamline their processes.

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*"Any time that I've done anything where software touches my various servers, it's usually ugly. This was a pretty simple install. Quadrant really knows their stuff. It was seamless. It was that easy"*

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## A Rough Beginning

Given the volume of daily communication transactions, Rexair understood the importance of having a reliable and effective communications infrastructure. As a result, they decided to invest in fax server and forms overlay solutions that were compatible with their Infor System21 applications. They soon discovered, however, that those solutions lacked the power and flexibility that they had hoped for.

The fax server solution worked strictly from the System i (iSeries 400) green screen, had no GUI, and did not offer employees the tools necessary to fax from the desktop. The forms overlay solution was very proprietary and limited. The overlays resided on memory cards attached to various Kyocera printers, and every time new overlays were implemented, RPG programs had to be changed as well.

These two factors made the solution hard to use and difficult to maintain, making disaster recovery difficult. IT Operations Manager Steve Prill further explains the complexity of the problem.

"The software that we were using required a special programming language called Prescribe. Not only was Prescribe difficult to use, but only one person knew it... [Additionally] The fax solution provider was located in the UK, making technical support difficult to obtain."

As a result, employees still found themselves manually faxing over 60 faxes per day, which resulted in over 25 wasted hours per week, and the company was outsourcing their broadcast faxing, which cost them approximately \$2,500 per year. The worst part, however, was that they estimated that over \$1,500 in programming was spent every time a form was changed. In other words, if the company needed to change an invoice, purchase order and

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statement, they would end up spending about \$4,500 in programming time. Overall, the company estimated that these inefficiencies were costing them over \$25,000 per year.

### COMPANY PROFILE:

- ONE OF THE OLDEST VACUUM MANUFACTURERS IN THE WORLD
- INFOR SYSTEM21 APPLICATION
- 300 EMPLOYEES
- SELLS AND SHIPS TO 70 COUNTRIES

### THE SITUATION:

- INEFFICIENCIES WERE COSTING THE COMPANY OVER \$25,000 PER YEAR
- SENT 60 FAXES PER DAY
- OVER \$1,500 SPENT EVERY TIME A FORM WAS CHANGED

### THE SOLUTION:

- ELIMINATED 15 FAX MACHINES AND MONTHLY PHONE COSTS
- REDUCED POSTAGE AND CHECK PRINTING COSTS SIGNIFICANTLY
- NO LONGER DEALT WITH LOST OR MISPLACED DOCUMENTS
- SAVED \$10,000 PER YEAR ON FORMS ALONE.

## Paperless Process Management Comes to the Rescue

Not surprisingly, Rexair began shopping for alternative solutions that would offer them more tools and functions. Familiar with Quadrant Software's reputation and attentive staff, the company soon decided to invest in FastFax, Formtastic, and Email Gateways. "Any time that I've done anything where software touches my various servers, it's usually ugly. This was a pretty simple install.

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*"We didn't calculate ROI, but the changes were drastic. We know we drastically improved productivity and communications. We eliminated 15 fax machines and, consequently, our monthly phone line charges. We cut postage costs significantly....We feel that the software paid for itself in a very short time"*

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Quadrant really knows their stuff. It was seamless. It was that easy," states Prill.

The company was empowered with the ability to automatically fax various custom forms such as order and shipment confirmations, purchase orders, and invoices, directly from their Infor System21 applications. Employees were also empowered with advanced tools and features, such as the ability to send and receive faxes directly from MS Outlook, or fax documents directly from Infor System21, Word, and Excel.

The company was equally impressed with the FastFax broadcast fax option, which enabled them to create different fax groups of customers, grouped by state, country, area code, etc.

"Because Quadrant Software solutions were

easy to use, faxing and emailing went up considerably. Currently, we send out 15,000 documents per month through the Quadrant System," states Prill.

### A Quick Payback

From an IT perspective, Rexair was able to get rid of many of the proprietary items, and enhance the ease of use for both employees and IT staff. Using Formtastic, for example, the company could instantly and easily create or change forms using a Formtastic GUI. This proved to be so simple, that Rexair began creating "in-house" many of the forms that they previously outsourced.

Formerly, for example, Rexair outsourced the creation of their benefits statements. By creating that form with Formtastic, the company managed to save \$10,000 a year.

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Rexair also began discovering the flexibility and more advanced options of FastFax and Formtastic.

In terms of options, Mr. Prill easily created a command key in the System21 purchasing applications that allows employees to see, in a PDF format, the last purchase order sent to a client. This was possible because FastFax keeps a history of fax transactions by storing a copy of each document sent or received. By default, this also means that Rexair no longer had to deal with lost or misplaced documents.

The company also experienced a significant reduction in costs in regards to check

printing. Previously, the company used expensive preprinted checks to print A/P checks. Hence every time a change was made, old checks were discarded. Using the Formtastic Check module, Rexair could design and print all their checks onto blank safety stock "in-house." They were surprised at how painless it was to update their company name, contact info, or even change banks using Formtastic.

"It takes a few minutes to change our A/P check and we do not have to order new checks or throw old ones away," states Prill. Switching to a Paperless Process Management solution can be a difficult decision to make. However, Prill states that it is important for companies to evaluate their current business process, and figure out how much it is costing them. Once this is done, companies will be better equipped to decide whether bringing in new technology or switching products will have a significant impact on their ROI or productivity.

For Rexair, moving to Quadrant Software was the right solution. Prill states that FastFax, Formtastic, and Email Gateways paid for themselves in a very short time.

In regards to Rexair's experience with Quadrant Software, he comments, "Quadrant Software exceeded our expectations with a seamless install, and all the bells and whistles we were looking for. Not to mention a support team that is second to none."

### Contact Us Today!

For more information on Quadrant Software's Paperless Process Management solutions, please call 508-594-2700, or email [quadrant@quadrantsoftware.com](mailto: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](mailto:quadrant@quadrantsoftware.co.uk).



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