

# Children's Medical Center Lauds Quadrant Software's Technical Support



The Children's Medical Center offers the finest pediatric care and serves children of all ages ranging from

newborns through teens at a four-story medical complex located just north of downtown Dayton. The 155-bed regional referral center draws patients from a 20-county area that includes southwestern Ohio, eastern Indiana and northern Kentucky.

The Children's Medical Center has been a FastFax user for several years. "We recently took on a new transcription product called Arrendale, which dramatically increased the number of faxes we were sending out", said Gary Price, Programmer/Analyst. "Since we only had one modem on our FastFax system we needed to look into a new solution. After looking at several alternatives we decided to stay with FastFax and upgrade. The decision to stay with Quadrant Software was in large part due to the excellent service we have gotten from their technical support staff."

The Children's Medical Center upgraded to the FastFax/Enterprise product in September and are now benefiting from the additional enterprise features. "FastFax allows us to automatically send transcriptions when using

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Gary Price, *Programmer/Analyst*  
Children's Medical Center

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Arrendale. The transcription is sent to the appropriate office and/or combination of offices. We also have the ability to take a lab result and send it to the doctor who ordered the lab work. Both of these processes save our people a considerable amount of time since FastFax automatically sends the faxes."



When it comes to integrating with the key System i (iSeries 400) applications that run your business day in and day out, training your users to be more productive and access to support 24 hours a day seven days a week, Quadrant Software is the only choice. Quadrant Software has over 10 years of experience developing and installing enterprise fax servers and a dedicated service organization that continues to maintain a 98% satisfaction rating. Gary Price sums up his experience with Quadrant Software with: "We cannot emphasize enough how we appreciate the high quality and professionalism of their technical support team."

Quadrant Software has over a decade of experience providing Electronic Document Distribution solutions for IBM 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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