

Formtastic and FastFax Help Expert-Med Comply with New State Regulations



Expert-Med is a pharmaceutical and medical supply company, which has been selling to licensed and qualified buyers since 1992. The company is headquartered and has been operating out of the state of Florida since its inception with a distribution center in South Carolina.

When the Florida State Government passed the regulation in 2006 requiring pedigrees- or a drug's life history- to be mailed with every drug to each individual customer, the company was confronted with a substantial increase in the amount of documents and forms it had to both produce and deliver. Expert-Med faced sending out a minimum of a hundred invoices and pedigrees per day.

The headaches continued due to the mounting costs of preprinted forms. IT Manager Johny Johnson elaborates, "We needed an electronic forms package badly. We had preprinted forms I wanted to get rid of because they were costing a lot of money. With preprinted forms I had to use them all up or waste them if we had a change on the form. And sometimes we'd have a weekly change where I had to tweak something." Johnson continues, "[You] sit there drawing this out for hours so that someone else can redesign it and charge you upping the cost. Then you wait two or three weeks to get a proof back. Then you wait maybe another two or three weeks to get the forms. Finally you get them in, and in the meantime you already have to change two things. So the forms you got in are obsolete."

Combine this with the amount of time wasted manually sending out faxes, about two to three hours a day according to Johnson, it was no wonder that Expert-Med needed a solution to allow the company to keep up with both Florida regulations and its own growth.

Johnson then went about researching various software packages and speaking with vendors. It was soon after speaking with Quadrant Software, that he realized what their solutions could do for Expert-Med. Johnson knew he had found his answer.

"I needed to have one dealer or vendor that I can deal with"

"I had looked at a couple of other companies that offered a faxing package, but they didn't offer a forms package. They said you could integrate their fax package with someone else's forms package. I said 'No, I don't want to do that.' I needed to have one dealer or vendor that I can deal with." Johnson and Expert-Med found both packages in the form of Quadrant Software's Formtastic and FastFax solutions. Working in tandem, the solutions served as a panacea for Expert-Med's headaches.

"We had to produce a pedigree- which is the life history of a drug. And we had to have a way to get it to our customers," says Johnson. "Formtastic gave us a way to do it as a professional-looking form, and FastFax gave us a way to get it to them - by fax or

email. The biggest part of making this work was with the Formtastic product."

With Formtastic, Expert-Med was able to generate the pedigrees they needed to provide to customers. Formtastic allowed Expert-Med to create eye catching

The situation:

- Major increase in faxes, forms, and printing and shipping costs due to new state regulations
- Wasted money on costly pre-printed forms, which were constantly outdated
- Employees spending about 2-3 hours a day manually faxing
- Paying outside companies to do all their direct emailing and mailing marketing

The solution:

- Easily created professional-looking forms to comply with state regulations
- Automatically populates forms with Formtastic, without user intervention
- Eliminated the need for multi-part pre-printed forms saving thousands of dollars
- Automated document distribution with FastFax, eliminating the need for manual faxing



Quadrant Software
120 Forbes Blvd.
Mansfield, MA 02048
Phone: 508-594-2700, Fax: 508-339-8380
Web: www.quadrantsoftware.com Email: quadrant@quadrantsoftware.com

documents. Johnson even redesigned the bland generic state form so well he got demand from other companies for his version. "The state's form alignment was in and out, in and out. It looked bad. So when I changed it, I made everything line up. And I've had a couple of customers who just want the blank form from us. So I sent them the blank form and they started using that."

“(The savings from Formtastic) would definitely be in the thousand of dollars. We have more than paid for the software already. We’ve saved just by not buying any new preprinted forms.”

Formtastic's ease of use also appealed to Expert-Med. "Anyone can take a blank sheet of paper, and theoretically design their own form in a matter of just a few minutes," says Johnson. "I took our forms and completely redesigned them because of the flexibility Formtastic allowed. When I first got them on the page I said, 'Well, this just doesn't look right.' So I would tweak it, and move it, shrink it, and expand it, whatever I needed to make it look like a decent form."

Eliminating the wasting of pre-printed forms following every change and the higher costs of smaller bulks, Expert-Med was able to increase savings through Formtastic. "They would definitely be in the thousands of dollars. We have more than paid for the software already. We've saved just by not buying any new preprinted forms."

While Formtastic provided Expert-Med a way to design the forms, FastFax provided a way to deliver the overwhelming number of pedigrees and invoices to the company's customers. Using FastFax, the pedigrees and documents were distributed to the customers in ways that they specified: by

email, by fax, or if they wanted, by regular mail. FastFax stored their preferences for quick and easy delivery.

"FastFax has been kind of a saving. It really saved us because we didn't have an easy way to get these pedigrees and invoices out," Johnson states.

"Some of the customers want the invoice before they get the product. The problem is they want the invoice with the lot number, and the lot number is actually on the drug," Johnson continues. "When we first do an invoice it doesn't have a lot number because it hasn't been scanned. We scan it in, and then when we reprint the invoice FastFax automatically picks up the lot number and sends it out to the customer. So they actually have the invoice that evening, before they even get the product."

“FastFax makes it real simple. My job is a lot easier.”

Expert-Med even began using FastFax beyond their original goals of pedigrees and invoices. The solution has been used to email internal documents, such as commission reports and daily sales records, to Expert-Med's sales teams, whether they're in the office or out in the field.

FastFax also works in tandem with the system processes that Expert-Med already has in place, such as end-of-day batch processes that run on their iSeries every night. Once these processes finished running, usually at 10 or 10:30 at night, it propagates everything into the spool files. Formtastic reads them, puts the information into the forms, where FastFax automatically picks the files up and sends them to the various customers according to their preferences. No intervention is needed.

Another aspect of Quadrant Software that appealed to Expert-Med was the strong technical support staff working to fix any hiccups along the way. "I had a few technical

problems but within a couple phone calls that was taken care of," Johnson explains. "I had a couple of problems that I thought would be major, but they got the answers pretty quick. If not within 15 minutes, within a day I'd get what I needed." Johnson goes on to joke, "The thing is they actually keep me honest. They send me emails and call to check on how things are going and whether there are pending issues."

The next goal of Expert-Med is to use Quadrant Software's solutions for direct marketing campaigns. "One of our next things is probably going to be direct mail or email. We're going to put out specials and send them out to all the customers as a PDF attachment. [Right now] we're paying another company to do all that for us. And it's really not cost justified for me," says Johnson. "FastFax makes it real simple. My job is a lot easier."

The state of Florida threw pharmaceutical companies a curveball when they mandated the introduction of pedigrees, instantly driving up the costs of doing business. To keep up with the changes, Expert-Med turned to Quadrant Software's Formtastic and FastFax solutions. Johnson reiterates, "What I like is that Quadrant Software is never stopping. They're constantly developing. I'm always getting new information, new products. They're very innovative. That's how I feel about the company." In a constantly changing marketplace, it takes a constantly evolving company to keep ahead of the curve.

Contact Us Today

For more information on Quadrant Software Solutions, please call 508-594-2700 or E-Mail quadrant@quadrantsoftware.com

