

Quadrant Software and JD Edwards Integrate Seamlessly at Dean Foods Corporation



Dean Foods Corporation, based in Dallas, Texas, is the largest dairy processor in the United States. Dean Foods produces a full line of company-branded and customer-branded products in the United States, Puerto Rico, Spain, and England including fluid milk, cottage cheese, sour cream, yogurt, ice cream, fruit juices, and frozen novelties.

The autumn of 2000 found Dean Foods' Southwest Region seeking an automated fax and forms solution with the muscle to handle a weekly workload of 100 invoices, 200 sales order acknowledgements, and 30 purchase orders being produced by their JD Edwards World software.

Their IT environment consists of a single IBM i (iSeries) supporting 150 concurrent users in 30 plants around the Western United States. The company maintains a frame relay network connecting all remote users with the computer center in Dallas.

After an exhaustive search, Dean Foods chose Quadrant Software's Formtastic™ and FastFax™ to create and deliver customized forms. "We needed solutions that were automatic and would completely integrate with our World software," says Richard Welling, Project Manager for Dean Food's Southwest Region. "Also, the pricing couldn't be excessive." Dean Foods has integrated purchasing, sales orders, and accounts receivable processes into Formtastic and FastFax.

"Formtastic creates a better presentation to our customers and prevents operations from changing preprinted forms and printing documents in batch instead of on demand," says Welling. "We don't have to worry about replenishing paper in printers or using special paper."

Using Formtastic, Dean Foods personnel digitally creates customized purchase orders, sales order acknowledgements, and invoices. Once created, the documents are distributed via FastFax. "Without automatic faxing, personnel would manually fax and manually control orders, invoices, and

"We needed solutions that were automatic and would completely integrate with our J.D. Edwards software."

— Richard Welling, Project Manager

acknowledgements. Obviously, errors would happen," says Welling. "Using FastFax, purchase orders are automatically faxed to suppliers and sales order acknowledgements are automatically faxed to customers with no chance of error."

Dean Foods originally used FastFax/Extractor to integrate with their World application, but switched to Quadrant Software's FastFax World Integration Module. This module allows the user to fax purchase orders, invoices, order acknowledgements, work orders, and quotes in batch and interactively. The module adds functionality to the J.D. Edwards Address Book by providing a FastFax recipient file that lets the end user choose the default recipient

for certain documents, as well as how the document should be created and delivered— fax, email, or print. End users are able to create and send from their World application screens with no need for additional training.

Dean Foods is one of many examples of Quadrant Software solutions working successfully in a JD Edwards environment. "The price performance level of these solutions is very strong," says Welling. "We are satisfied."

In addition to Welling's positive feedback on Quadrant Software's products, he's also very happy with Quadrant Software's employees. "Quadrant Software's sales staff is very knowledgeable, helpful, and thorough. They did their best to satisfy our requirements," says Welling. "I would also give high ratings to Quadrant Software's technical support staff. They care about the product and demonstrate that fact."

Welling was also impressed with Quadrant Software's professional services staff and how they handled installing Quadrant Software solutions into Dean Food's enterprise. "We had all the ingredients for a tough installation," says Welling. "Custom forms, remote users, remote printers—these were all challenges. We also had a new-to-us programmer who had to learn our business and the applications while finishing the integration. Quadrant Software's staff worked non-stop throughout."

Quadrant Software has over a decade of experience providing Electronic Document Distribution solutions for IBM i (iSeries). Our products allow you to create and distribute documents electronically, while managing them through their lifecycle.



Formtastic and FastFax trademarks are the property of Quadrant Software, LLC.

Quadrant Software
120 Forbes Blvd.
Mansfield, MA 02048
Phone: 508-594-2700, Fax: 508-339-8380