

# A Winning Combination...

## *Quadrant Software & Riverside Resort Hotel and Casino*



Attractively located on the banks of the Colorado River, Don Laughlin's Riverside Resort Hotel and Casino is one of Nevada's premier getaway destinations. Whether it's seeking Lady Luck among the 1,400 casino slot machines or screening the latest blockbuster in one of six state-of-the-art movie theaters, this beautiful resort offers something for every member of the family.

If seeing a wide variety of notable entertainment is your idea of a good time, then you are in for a treat at Don's Celebrity Theatre where entertainers such as The Everly Brothers, Debbie Reynolds, Don Ho, and Melissa Manchester regularly take to the stage.

Not in the mood for music? Then consider taking a step into Don Laughlin's Classic Car Exhibition Hall. Once inside, you can view more than 80 antique and historic automobiles, trucks and motorcycles. From limousines once owned by notorious historical figures to the battered motorcycle Steve McQueen rode to "get away from it all", these two collections are well worth exploring.

A different type of exploration awaits those that enjoy travelling by boat. The U.S.S. Riverside offers daily, narrated excursions through the Laughlin/Bullhead City Bridge to

the Davis Dam. The upper deck of the boat is shaded to keep passengers cool, while the lower deck is climate controlled. It's a great way to experience the sights along the scenic Colorado River.

With all there is to see and do it's obvious that the Riverside Resort does a super job in guest relations. Less obvious, but just as important, are employee relations. For example, as an added benefit to staffers, the doors to the 1.2 million-dollar Riverside Parkway Childcare Center recently opened for exclusive use by Riverside Resort employees. For the convenience of those employees, the facility will be open 365 days a year, including holidays, 24 hours a day. Guests. Entertainers. Suppliers. Staff. If you have the impression that Riverside Resort

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interacts with hundreds of people on a daily basis, you would be correct. As part of an effort to streamline the paperwork generated by these interactions, the company began to search for an automated, enterprise wide fax solution. The first product that was trialed (a FastFax competitor) did not meet the needs of Riverside Resort. Network administrator Chris Simonds elaborates, "User testing raised concerns about the product's security — or lack of it. Great security is one of the reasons we were attracted to Quadrant Software's FastFax product."

On the PC side, the Riverside Resort uses FastFax for general correspondence and faxing documents that are in Microsoft® Word and Excel. Meanwhile on the IBM i (iSeries), FastFax seamlessly integrates with Stratton Warren (the program that is used for purchasing and inventory). Every month Riverside Resort is automatically faxing over 700 invoices, purchase orders, statements and confirmations — which in turn saves thousands of dollars in paper, pre-printed forms, postage and labor.

Initially impressed by the technological features of FastFax, the employees of Riverside Resort and Casino are also complimentary of Quadrant Software's technical support. Although many calls haven't been made, Chris Simonds offers his own experience as an example of the type of service the company receives. "Everyone I have spoken with has known the product inside and out which saves me a lot of time by not having to wait for answers to any of my questions."

Quadrant Software has over a decade of experience providing Document Output Management (DOM) solutions for IBM i (iSeries). Quadrant Software's DOM solutions allow companies to create and manage mission critical documents that are delivered via print, fax or email to reduce expenses, increase productivity, and improve communication.



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