

Fey Saves Time and Money with Quadrant Software's FastFax



Fey-Line serves the promotional products industry by offering a complete line of heat-sealed vinyl products, like ring binders, desk and clip folders, daily planners, pocket planners, and self-stick calendars.

Fey (pronounced "Fie") became acquainted with Quadrant Software while looking for a solution to replace IBM's integrated fax card and Facsimile Support/400 because it wasn't integrating well with another software package they used. Quadrant Software's FastFax/Blue fit the bill and Fey became a Quadrant Software customer in 1998. "The Quadrant sales staff was very knowledgeable and friendly," says Mark Vanderwaal, IS Supervisor – Operations. "They responded very well to any questions that were asked."

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– Mark Vanderwaal
IS Supervisor - Operations

In 2000, Fey upgraded from FastFax/Blue to FastFax/Ultra – a plug-and-play faxing solution for System i (iSeries 400) to send, receive, centrally control, and secure all faxes within an organization.

Fey uses FastFax/Ultra in conjunction with Friedman Corporation's Frontier ERP package for faxing all vendor purchase orders and customer acknowledgements.

Friedman Corporation is a niche leader in high-volume, multi-plant, and complex to-order manufacturing industries. Friedman's advanced multi-platform technology and modular application design support customized, enterprise-wide solutions to meet the unique requirements of the to-order manufacturer.

"Having the ability to automate the faxing of these documents in the background saves us both time and money," says Vanderwaal. "The FastFax solution requires little, if any, user intervention, which in turn cuts down on printing and manually faxing the documents." Fey's fax volume includes over 150 order acknowledgements per day and over 20 purchase orders per day. "Automated faxing without manual intervention has helped lighten the load on our internal associates."

In addition to a smooth integration with their ERP, the software integrated seamlessly with Fey-Line's staff. "Our users don't have any problems dealing with FastFax/Ultra," relates Vanderwaal.

FastFax/Ultra also provides Fey with versatility. Purchase orders are faxed as soon as they are created and accepted by the purchasing department. Order acknowledgements are faxed each evening after normal business hours to maximize time efficiency while minimizing expense.

FastFax/Ultra's job batch feature controls the printing/faxing each evening through the System i (iSeries 400) Job Scheduler. "The product requires little if any ongoing maintenance," reports Vanderwaal. "We start the processing and basically forget it."

When questions do arise, Vanderwaal found Quadrant Software's technical support professionals to be responsive and knowledgeable. "Quadrant's support team is one of the best in the industry. They manage their call volume very well and have skilled associates answering the telephone calls."

FastFax integrates seamlessly with Formtastic Fusion5, Quadrant Software's powerful forms, checks, and labels solution on the System i (iSeries 400), and eDocMail for email delivery of your mission-critical documents.

Quadrant Software has over a decade of experience providing Paperless Process Management solutions for System 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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