



**NowDocs**<sup>®</sup>  
advancing document distribution

case study



**"If you need to distribute your documents via print, fax or email, you need NowFORMS™. Implementing NowFORMS™ has significantly increased our ability to distribute documents to our customers more efficiently and effectively."**

**Gordon Olson – VP of Technology - RSD**

**NowFORMS™**



**“Since migrating from RxServer to NowFORMS, we have experienced a very stable and scalable solution that is growing with our business and has virtually 100% uptime.”**

**Gordon Olson, VP of Technology  
RSD**

## The Challenge

# 1

**“We are continually looking for ways to improve our customers experience. NowFORMS has helped make it easier for our customers to do business with us.”**

**Gordon Olson, VP of Technology  
RSD**

## The Challenge

Refrigeration Supplies Distributor (RSD) is one of the leading HVAC parts suppliers in the west. With over 60 locations in 9 western states, RSD is still able to expand in a commodity driven marketplace and is planning to add additional locations and distribution centers in the coming years. RSD attributes its growth to innovation and customer service.

Prior to implementing NowFORMS, RSD was mailing up to 12,000 invoices a week and they were sent from each of 60 plus locations. RSD's largest customers could receive up to 25 different envelopes containing invoices from their various locations on any given day. This was not only impacting RSD's bottom line with the added expense of mailing 25 different envelopes, it also had a detrimental effect on their receivables.

When looking for a document distribution solution, RSD wanted to not only consolidate mailings to their customers, they wanted to move into the digital age and send them electronically.

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## The Solution

# 2

**“The NowFORMS solution has allowed RSD to reduce cost, improve efficiencies and increase customer satisfaction within our organization.”**

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### The Solution

“The NowFORMS solution has allowed RSD to reduce cost, improve efficiencies and increase customer satisfaction within our organization.” Gordon Olson – VP of Technology – RSD

With NowFORMS, RSD was able to eliminate the need for preprinted forms including invoices, statements, bills of lading, pick tickets as well as many others. Now, when a form change is required, it can be updated within the NowFORMS system and is available immediately at all of RSD’s locations.

RSD further reduced its cost by combining invoices to individual customers from multiple branch locations. These invoices can be printed and mailed together, faxed, emailed or reviewed and printed at the customers location via the web.

RSD was able to convert fifty-percent of their customers to receive their invoices and statements electronically in the first year. The centralized processing of invoices and the increased speed in which RSD’s customers receive them reduced their accounts receivable by at least two days. This resulted in RSD decreasing their printing and mailing expenses by eighty-percent.

RSD has recently implemented NowFORMS’ Self Service Web Portal. This web-based interface gives RSD’s customers a secure way to view, print and electronically distribute their own invoices and statements. By giving their customers this ability, RSD has given their Branch and Credit Mangers more time to run the business.

## Implementation and Roll-out

# 3

**“NowDocs’ support team has been exemplary. They understand that our business would come to a halt if our documents could not be delivered.”**

Gordon Olson, VP of Technology  
RSD

### Implementation

NowFORMS is an enterprise document distribution solution that is seamlessly integrated into RSD’s existing IT environment. RSD is currently utilizing one server that is accessed from all sixty plus locations. NowFORMS not only provides RSD with a proven solution, but allows them the flexibility to enhance their system as the market demands.

“By utilizing a centralized server, we can roll out form changes across our organization in hours instead of weeks.” Gordon Olson – RSD

“NowDocs’ support team has been exemplary. They understand that our business would come to a halt if our documents could not be delivered.” Gordon Olson - RSD

## About NowDocs

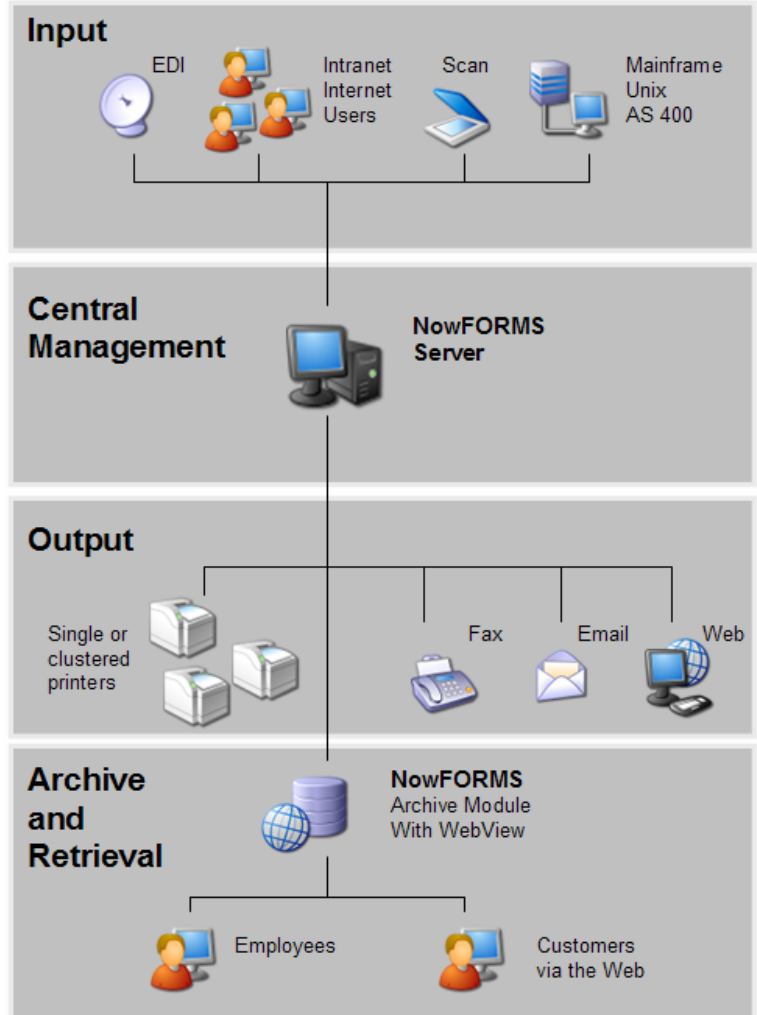
NowDocs develops, markets, and supports enterprise class document distribution solutions. Our philosophy is to provide the best software and support possible to our customers. Our solutions effectively manage the distribution of documents while seamlessly integrating into existing environments, helping to protect current investments and reducing implementation timeframes to a minimum.

From banks to government, hospitals to school districts, manufacturers to distributors, thousands of our clients have come to rely on the standard of quality NowDocs has pioneered for print on demand, electronic forms, intelligent check printing and robust and scalable document distribution solutions.

## About NowFORMS:

NowDocs<sup>®</sup> NowFORMS<sup>™</sup> enterprise software solution is changing the way organizations manage and distribute their mission critical documents. With its Microsoft<sup>®</sup> .NET architecture, WebView<sup>™</sup> browser based interface, PDF<sup>®</sup> email attachments and integration with FACSys<sup>®</sup> and RightFax<sup>®</sup>, NowFORMS helps organizations reduce costs, improve operational efficiencies and increase end user satisfaction.

NowFORMS enables organizations to truly implement electronic document distribution with archival, retrieval and imaging. It has never been easier to transition your organization to electronic document distribution and gain the benefits of reduced cost, increased customer satisfaction, the elimination of preprinted forms and much more. With NowFORMS, you can deliver your documents the way your customers want them.



**For more information on NowFORMS and our other solutions please contact:**



**NowDocs<sup>®</sup>**

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