



### Industry

- Wood Products Manufacturer/Distributor

### Project Type

- Automating Document Delivery

### Project description

Jeld-Wen, inc. is the world's leading manufacturer of reliable windows and doors. Jeld-Wen sends confirmations, shipping orders, invoices and other business-critical documents via fax. Average volume amounts to more than 6,000 faxes on a daily basis. When a home-building contractor buys 1,000 windows of different sizes and styles, the purchase may generate a 15-page order. Jeld-Wen receives the order and returns an invoice via fax.

### The TechLine Solution

Jeld-Wen implemented one RightFax Enterprise server with 14 outbound channels. 500 RightFax users in 70 Jeld-Wen companies located across the U.S. fax invoicing and ordering information from the system. There are no longer hundreds of faxes piled up for delivery. RightFax also provides an electronic queue through which users have automatic listing and storage to ensure faxes are successfully transmitted. Documents are automatically and immediately distributed using the high capacity of the RightFax server and its integration with Jeld-Wen's back-end Unix system.

Within the first year of using e-document delivery from RightFax, Jeld-Wen sent more than 1.5 million faxes and cut response time from 36 hours to 15 minutes.

### Customer Quote

Tom Ferris, IS Server Administrator, said, "At Jeld-Wen we do a lot of implementations with integrators and TechLine is at the top of the line. They are very responsive.

We liked how RightFax is structured for the enterprise and it is was far easier to integrate in the customer environment than other products. RightFax is not only stable—it performs efficiently so we didn't have to buy multiple servers. TechLine has provided outstanding support during our planning and implementation, and since."

Jeld-Wen also plans to expand its use of RightFax capabilities in the U.S. "The RightFax inbound desktop faxing and integration with Microsoft Exchange has worked great in a testing environment," Ferris said. With those capabilities, Jeld-Wen would add another 1,500 RightFax users and eliminate the paper-based, manual methods of receiving orders on fax machines to be scanned into the company's document management system.