



RS COMPONENTS - A CLOUD FAX CASE STUDY

TO SUPPORT THEIR CUSTOMERS, RS COMPONENTS NEEDED TO ENSURE THEIR BACK-END PROCESSES WERE RUNNING AS EFFICIENTLY AS POSSIBLE.

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CLOUD FAX DELIVERY

WHO ARE RS COMPONENTS?

RS Components (RS) is a global omni-channel solutions partner for industrial customers and suppliers, operating in 32 countries and shipping more than 50,000 parcels a day. Their purpose is 'making amazing happen', from inspiring a more sustainable world through education and innovative solutions that improve lives. RS provides an unrivalled choice of over 500,000 industrial and electronic products and a wide range of value-added services that solve problems for over one million customers worldwide.

THE SOLUTION:

To support their customers and their long term aims, RS needed to ensure their back-end processes were running as efficiently as possible. Their server-based fax solution OpenText RightFax from ProcessFlows was out of date, and a

discussion around how to progress only happened when there was a problem, which required a local engineer to manually restart the server. Having realised how important fax is to them, with 9% of sales still being processed via fax, RS realised something needed to change.

When the time came to upgrade their existing solution, RS approached ProcessFlows; fax subject matter experts, having worked with them for years with their server-based fax solution, OpenText RightFax install to see what their options were.

ProcessFlows remained the best option with their Cloud Fax offering, allowing RS to reduce current spend and expand its current infrastructure by moving to full cloud.

Another unexpected benefit from the upgrade was the automated weekly

2020

"PROCESSFLOWS WERE THE OBVIOUS CHOICE. WE WERE PLEASED WITH THE SERVICE WE'D RECEIVED IN THE PAST; WHILST WE WERE OUT OF SUPPORT WITH RIGHTFAX, PROCESSFLOWS WENT ABOVE AND BEYOND TO DO THEIR BEST FOR US. THEIR PROPOSAL ALSO PROVIDED BEST VALUE FOR MONEY AND PROJECTED ROI."

NEMANJA DJUJIC, LEAD APPLICATION SERVICE MANAGER

reporting element, further supported by ProcessFlows that allows RS to more closely monitor their fax traffic.

REQUEST A NO OBLIGATION FREE OF CHARGE CONSULTATION

Tel: +44 (0) 1962 670 763
Email: sales@processflows.co.uk
Web: www.processflows.co.uk

ProcessFlows UK Ltd Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG. ProcessFlows is a Konica Minolta Company