

Team Xerox and the Xerox Connection Improve Paper Flow For Pipe Supply Company

Customer Profile

Familian Pipe and Supply distributes plumbing, refrigeration and heating equipment through its 72 offices in the western U.S. The majority of Familian's customers are independent plumbers, who typically pay their business bills on a "first received, first paid" basis, hence Familian's desire to generate and distribute invoices in a timely manner.

The Customer's Challenge

The progressive growth of the company was straining the accounting departments ability to output invoices quickly. The closer to the first of the month that customer's received their billings, the sooner the bills would be paid, but the company's outdated computer system - connected to three line printers and one laser printer - could not keep pace with the ever-increasing volume of outbound invoices.

The customer's challenge: upgrade the company's computer system and, as a part of that upgrade, install a printing system that can handle the monthly print volume of 400,000 impressions.

The Xerox Solution

First, Familian Pipe and Supply upgraded their computer system with a pair of Digital Equipment Corporation's VAX 7620's and one VAX 4600, networking the 72 branch offices to the VAX 4600 via DECNet.

Then Familian called Team Xerox.

Looking at the monthly print volume of 400,000 impressions and Familian's time-critical printing requirement for invoices and statements, a pair of Xerox 4850 HighLight Color Laser Printers and one Xerox 4220 LAN Printer were recommended and selected by the company.

The Xerox Connection, a division of Xerox specializing in connectivity, was brought in to install System 534 enablers, manufactured by Spur Products Corporation, a microprocessor-controlled print enabler that connected the 4850's and the 4220 to the VAX 7620's and the VAX 4600 via Ethernet networks.

With this system in place, the 4850's can not only handle the production of Familian's invoices and statements, the company is now posting invoices a full business day earlier than before. The Xerox 4220 is has been delegated to handling "overflow" document processing, such as internal reports.

In addition, because the 4850 HighLight Color Laser Printers can print the invoices with black text and one highlight color, they have discarded costly preprinted invoice forms and are generating invoices on plain paper, with special marketing messages - such as price discounts or new product introductions - printed as part of the invoice.