



Customer Snapshot: FPI Fireplace Products

Customer Profile

FPI Fireplace Products International Ltd. manufactures the Regency, Hampton and Excalibur lines of wood stoves and gas fireplaces. Its state of the art research facility, manufacturing plant and Head Office is located in Delta, British Columbia

Situation: Real time access to shipping and inventory data.

FPI's products are sold through a strong network of distributors, sales agents and specialty retailers. With regional distribution facilities near Baltimore, Sacramento, Chicago, Portland and Toronto, FPI needed access to better shipping and inventory data. Their implementation of Visual Enterprise™ was a major step towards this goal. However, as their use of Visual™ matured they found they still lacked the ability to get the accurate and timely information needed to support their dealers. Clearly they needed to eliminate paper based data collection and transcription and move to a real time solution.

The Process

Spearheaded by the efforts of their IT Director Norm Jekubik, FPI began a search for an application that could meet their needs. It was during this discovery process that Norm Jekubik accepted an invitation to attend a qdata seminar and was introduced to RF Plus™. He was impressed with its modular structure and ability to replicate FPI's business logic in a way that Visual™ alone could not. Subsequently FPI requested a formal proposal from qdata which was in turn evaluated by Mr. Jekubik's team. After some diligence their team determined that RF Plus™ was the application most able to fill the needs of FPI. After much consultation with the FPI team a final specification was agreed upon. qdata provided a fixed price to complete the project and FPI accepted.

Solution: RF Plus™ for Visual Enterprise™

The modular nature of RF Plus™ meant that it could be adapted quickly to reflect FPI's business logic. It also provided a solution that was capable at all phases of their operation. This ensured the real-time visibility of their inventory right from receipt of raw materials through to shipping.

Results

- Inventory accuracy and visibility has improved greatly, times to invoice have been shortened, shipping mistakes have been eliminated and part and product traceability is now viable.
- Most important is the impact reliable, real-time information has had upon customer service. With RF Plus™ in place Visual Enterprise™ has been transformed into a source of trusted information.

Customer Satisfaction

"Selecting and implementing RF Plus™ was the best thing we could have done"
Norm Jekubik, IT Director, Fireplace Products International



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