

RCI Construction Builds Business with NET SatisFAXtion

Background

Based in Sumner, WA, a suburb south of Seattle, RCI Construction Group has established a reputation for excellence within the construction industry. Since its beginnings in 1978, RCI has grown to include over 600 employees and offices in Washington, Oregon and Hawaii with over \$300 million in contracts. Their considerable experience and expertise spans transportation, infrastructure, civil, industrial, residential and commercial construction, with projects that range from environmental site remediation at Hanford Nuclear Reservation to design assistance and implementation of environmentally sensitive construction of Snoqualmie Ridge, Washington's premiere TPC golf course. RCI Construction Group is part of the Parsons family of companies.



Challenge

RCI Construction Group relies on fax communications on daily basis. A typical week in terms of fax traffic volume is about 1500 faxes, but in a bid week RCI can see upwards of 10,000 faxes. Their bidding system required them to send single page faxes throughout the process using 8 standalone fax machines located at their corporate office. RCI's need to automate existing process by implementing an integrated fax solution was high, but their first attempt did not go as planned.

"We first chose a lower-end competitor's fax server software and quickly learned that we had sacrificed performance," said Josh Cypher, Network Engineer at RCI Construction Group. "After we put in our new phone system, we had nothing but problems. In our situation, a lost fax is a lost opportunity." RCI turned to the fax software vendor for support but couldn't get the help they needed to solve the issue. "Instead of trying to help us figure out the problem, the company just pointed fingers," said Cypher. "That's when we began looking for another solution."

Solution

RCI considered a high-end solution as a replacement but couldn't justify the initial expense nor the price of yearly support agreements. Cypher spoke with Firstline, a Bellevue, Washington-based voice and data network company and reseller of the NET SatisFAXtion product line. Their recommendation led RCI to implement a NET SatisFAXtion 4 port Small Business server along with the optional Broadcast module, which Cypher was able to quickly install and configure.

Result

Since implementing the NET SatisFAXtion fax server RCI has expanded its use from the bidding process to include essential, everyday business communications in other departments. "We use NET SatisFAXtion to send and receive insurance certificates, invoices, contracts and drawings." In addition, RCI is able to electronically archive all faxes for future retrieval.

Cypher concluded, "NET SatisFAXtion has given us an ultra reliable and affordable solution that fits our needs, and the technical support staff has been there for us every step of the way. By providing this paperless solution, we've saved a significant amount of time and money and the benefits have been enormous."

Use NET SatisFAXtion to fax:

- Contracts/Agreement Forms
- Purchase orders
- Invoices
- Material safety datasheets
- Requests for quotes
- Credit applications
- Sales promotions
- Insurance certificates
- Design revisions
- Bids, proposals, estimates
- Qualification statements
- Waivers