

RC Bigelow Chose LaserVault and Remote Access to AS/400 reports

RC Bigelow, of Constant Comment fame, sold over a billion cups of tea last year. Needless to say, such a large company produces a mass of data. We talked with Bob Dupree, Director of Information Technology, and Tina Dube, Technical Support Administrator, about the LaserVault document management system and how it has helped RC Bigelow's IT department extract and archive reports from their AS/400, saving them time and money.

Remote access to AS/400 reports

"One of the great things about LaserVault is that we can electronically distribute reports to all of our users, on site as well as off-site," Bob explains. "Our sales force finds it useful, what they do is dial-in, and then immediately they have access to AS/400 reports via LaserVault. Besides that, we have a food service company that distributes all of our teas to different food service customers. They are located in Shelton Connecticut, and from there they have the ability to extract their numbers, and just their numbers, from our main office. So people get the information much quicker than ever before, and the fact that my computer operator doesn't have to stand there and print various reports every single day for users is an added bonus."

"Security is based on the access control list," says Tina, "which determines what people can see and what they cannot see. It's great, because different managers or different departments might want certain reports, but also to not allow somebody else to see those reports, whether it be financial information or not."

"We are thrilled with the product and thrilled with the support."

-Bob Dupree,
Director of Information Technology

End users adapted quickly

"The end users love it," Tina says, "it saves them from having to fish through reports to find the information they need, they can just go online and search for the information they want. They find LaserVault very easy to use, to print off of, to do whatever they need to do."

Bob remarks, "Like anything else that is new, it took them some time to get used to it. But now, the users love it, they rely heavily on it, and it's become a very critical application here."

Moving to the web version

"We currently have three end users plus myself that are using the Web version. I haven't done a PC client software upgrade in quite some time due to the fact that the one we are currently on works just fine. The end users that I've got running on the Web version are some of our super users. I'd like to try and be on the Web version across the board by the end of 2005."

LaserVault is perfect for the AS/400

"Integration is seamless – there are very few issues there," explains Bob. "Most people don't even realize where the information is coming from. I mean, they obviously know the information is coming from the AS/400, but the way that it gets to users is seamless."

"We have no problem with the way the AS/400 integrates with LaserVault," Tina adds, "It's very simple and very quick. Spool files on the AS/400 obviously take up a lot of room if you don't clean them off continuously, so it's been a big help to get the reports off of the AS/400 and onto LaserVault."