

Relyco® Customer Story: Williams Bros. Health Care Pharmacy



“REIMAGE is a good product that works smoothly with our printers and meets our specific requirements, but we also benefit from Relyco’s quick turnaround and follow through. Relyco understands our business and knows about how long each shipment will last. They reach out proactively to confirm inventory and then set a shipment date to ensure we don’t run out. This makes my job easier.”

Dan Faust

Facility Manager – Williams Bros.

AT A GLANCE

CUSTOMER:

Williams Bros. Health Care Pharmacy

INDUSTRY:

Healthcare

RELYCO PRODUCTS

REIMAGE™

WEBSITE

www.wbhcp.com

REIMAGE™ from Relyco Meets Customer Requirements; Relyco Service Strengthens Relationship

Headquartered in Washington, Indiana, William Bros. Health Care Pharmacy was established in 1988 to revive and expand upon a pharmacy business begun by the owners’ great-grandfather in 1899. Today, Williams Bros. provides a full range of patient care products and services including pharmacy, home medical equipment, respiratory therapy, and infusion therapy.

Williams Bros. includes a long term care pharmacy division, which provides products to long term care facilities in the region.

Each shipment from the long term care pharmacy division is accompanied by a delivery manifest, which lists everything a facility should receive in its order. In the past, this delivery manifest was a two-part form, printed using continuous carbonless forms and a dot matrix printer.

When Williams Bros. decided to convert from the dot matrix printer to a laser printer for printing forms, they learned that the existing carbonless forms—which relied on solvent-based chemicals that can damage laser printer components—needed to be replaced. “We found that Relyco offered REIMAGE carbonless laser forms, designed specifically to work in laser printers,” explains Dan Faust, facility manager at Williams Bros.’ Greenwood, Indiana, location. “In addition to finding the best paper for our application, this transition also gave us an opportunity to redesign the delivery manifest, adding a third sheet to the multipart form to help us track shipments more easily.”

In spite of a software issue that required reprogramming to enable its laser printers to print a three-part form, the transition to REIMAGE went smoothly and the company has seen improvements in efficiency and customer service as a result. “Having a third copy enables us to validate the content of each order immediately if a facility has any question about what they’ve received. We used to have to wait for the second part of the delivery manifest to be returned to us before we could answer an inquiry; now we can be more responsive to our customers,” Faust says. “We’ve even convinced the Williams Bros. facility in Washington, Indiana, to use the REIMAGE three-part copy as well.”

The benefits Williams Bros. has realized from using REIMAGE carbonless laser paper play a key role in the company’s continued reliance on Relyco, but Relyco’s commitment to customer service is also essential. “REIMAGE is a good product that works smoothly with our printers and meets our specific requirements,” Faust notes, “but we also benefit from Relyco’s quick turnaround and follow through. Relyco understands our business and knows about how long each shipment will last. They reach out proactively to confirm inventory and then set a shipment date to ensure we don’t run out. This makes my job easier.”

For More Information

Relyco is a global provider of value-added printed materials, business equipment and check printing software. As a leading provider of laser and digital applications, Relyco is an innovator in fraud prevention strategies and new forms technologies.

To learn more about Relyco products and services, call 1-800-777-7359, email info@relyco.com, or visit us on the web at www.relyco.com

