



Fluid Handling

Colfax Fluid Handling's web project began simply enough – they wanted an intranet that would allow them to securely share information with their extensive outside sales force. The initial project was so successful that they have continually expanded its functionality, until they now boast one of the most impressive, feature-rich intranets in the country.

The problem: With 22 reps spread throughout all regions of the country, Colfax needed a secure vehicle to share critical two-way information between their sales force and headquarters quickly and seamlessly.

The goal: Create a secure intranet that would allow members of the sales force to easily download marketing materials, provide sales quotes and project estimates, and access project photos and other client information from any location.

The solution: Colfax turned to RMR Development to design a custom intranet site that sales personnel could easily access from any computer or mobile device with a browser.

RMR created a secure back end to their website and programmed the new pages to interact with their internal accounting system. This gave the sales force the ability to create sales quotes in the field, and have those quotes turn seamlessly into invoices.

"For us the intranet built by RMR is our bible," says Traci McConnell, marketing manager for Colfax. "Before our intranet, we were e-mailing different versions of contracts and quotes throughout the company. You never knew if you were looking at the latest updated version. RMR built a single source of truth for us."

Since much of the information was proprietary, the site was password protected to allow only authorized personnel to access it, but flexible enough so that it was available anywhere, any time. Depending on their role with the company, individuals were given varied access levels to the information available the intranet.

INDUSTRY

Organization primarily engaged in oil flushing services, such as high velocity oil flushing, varnish removal flushing, and heat transfer system flush

LOCATION

North Canton
Ohio

KEY CHALLENGES

- Poor communication with outside reps and corporate
- Unable to easily access sales quotes and project estimates, as well as marketing collateral
- Other business functions unable to quickly locate and view information relevant to their roles and responsibilities

SOLUTION

A highly functional intranet that allows users to be able to access data held in any database anytime, anywhere



RMR Development Case Study

The results: Traci McConnell was so pleased with how the company's intranet made the sales, quoting and invoicing processes so efficient, she has continued to work with RMR to expand its functionality. The company now uses the intranet to schedule service calls for its 150 technician's service calls for complete workforce visibility. In addition, the entire company now enjoys Employee Self Service (ESS) in time off and vacation approval so that they are never short-handed in the field.

"That's the kind of flexibility you get when you build a custom intranet or website with RMR Development," says Michael Reed, president of RMR Development. "You can build exactly what your organization needs to make it more efficient and effective and, because we work with small- and mid-sized companies, our solutions are always affordable."

About Colfax Fluid Handling

Colfax Fluid Handling is a world leader in the development, engineering, manufacturing, distribution, service and support of pumping and fluid-handling systems. Specializing in positive displacement and centrifugal technologies, the Company's products support a wide range of industries, from Power Generation and Oil & Gas to Commercial and Navy Marine to a broad range of Industrial applications. For over 10 years, Colfax Fluid Handling has remained at the forefront of fluid-handling management by focusing on customer needs for precision performance around the world.

About RMR Development

RMR Development of Dover, Ohio has provided affordable, turnkey internet, intranet, website design, custom mobile applications, ecommerce and hosting solutions to local and national businesses since 2000. RMR's team of developers and programmers has 50-plus combined years of experience in helping clients improve revenues and efficiencies through software and custom technology solutions.

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