



Configure One Helps Comfort Research Products

By replacing paper-based systems and spreadsheets Configure One streamlines the CPQ process for manufacturer of indoor air quality products

OAK BROOK, IL, USA, September 30, 2015 /EINPresswire.com/ -- Configure One™ (www.configureone.com), a leading provider of web-based product configurator and CPQ (configure, price, quote) software, today announced that Research Products Corporation—the number one manufacturer of indoor air quality products—selected Configure One's Concept Enterprise Product Configurator® after a comprehensive evaluation.

Research Products has been providing the best indoor air quality products to its customers for over 50 years. Today, Research Products continues to lead the way in delivering whole-home indoor quality solutions, addressing all of the conditions that impact indoor comfort, including temperature, humidity, air purity, and air freshness.

Research Products management recognized that its cumbersome manual CPQ process would benefit from the introduction of new technology. "Our existing CPQ process relies on manual systems supported by spreadsheets," said Tim Watson, IT Director. "The process is very slow and customers email quote requests rather than calling as they know how long it takes. If a customer wants to change the quote, we have to start the process all over again. Many of our quotes are informational, so we are doing a lot of work that doesn't result in an order."

According to Watson, the key requirements of a new system were flexibility, ease of use, and the capability to integrate with the company's ERP system. "We were looking for a web-based system that was easy to use. Integration to our ERP system was essential to access cost information, and we wanted to maintain the data in one place. We have a lot of 'tribal knowledge' and our goal is to capture that information in configuration rules and make it available to everyone."

Research Products selected Configure One's Concept Enterprise Product Configurator. "We selected Concept because it is so flexible," said Watson. "The user interface is very friendly and easy to use. That's important as a lot of our users are not tech savvy. We have an older ERP system, so integration was very important to us. Concept Connect, Configure One's integration module, will allow us to integrate to our IBM ERP system. Many of the other systems we evaluated were tied to one or two ERP platforms."

By automating and standardizing its CPQ process using Concept, Research Products anticipates a reduction in costs previously associated with paper-based operations. "Today, on average it takes two to three days to create a quote," said Watson. "With Concept we expect to reduce that to a few minutes. Currently, all of our information is held in different places and in different formats. Concept will give us the opportunity to consolidate and standardize our documentation, specifications, and procedures in one place. Concept will also provide us the ability to generate reports to analyze results, such as comparing product profitability and the win ratio. We also include a drawing with nearly every quote which is very time consuming. Utilizing Concept's Real Time 2D module, we will be able automatically create drawings, bills of material, and routings. Overall, by automating the CPQ

process with Concept, we expect to save the equivalent of one full time person, all while greatly improving customer service.”

“We are pleased that Research Products has chosen to partner with Configure One to help streamline its CPQ process,” said Aleks La Rosa, a Senior Account Executive with Configure One. “Not only will Concept help Research Products save time and money by dramatically reducing the quote-to-production lead time, but also Concept’s reporting tools will help management make more informed decisions.”

About Configure One

Configure One is a leading provider of web-based product configurator and CPQ (configure price quote) software. Configure One’s Concept Enterprise Product Configurator® is an enterprise CPQ application that enables companies to efficiently sell and process orders for configurable, multi-option, and customizable products and services. Configure One’s customers are able to increase revenues while reducing costs by automating much of the sales, order entry, and engineering processes. Customers include industry leaders such as ABB, Alstom, Emerson Electric, Danaher, Dover Corporation, ITW (Illinois Tool Works), Leggett & Platt, Masonite Corporation, Mitsubishi, Otis Elevator, SPX Corporation, Stanley Black & Decker, and Sumitomo.

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