

CUSTOMER STORY



Altadis U.S.A., the fourth largest tobacco company in the United States, found a way to reduce hundreds of bulky reports into manageable electronic documents distributed in a timely manner and to only the appropriate personnel. Ascend's *ReportSafe*® saved the company thousands of dollars in printing and manpower hours.

COST SAVINGS—EFFICIENT SYSTEM

At the time Altadis U.S.A. was evaluating enterprise management solutions they were facing a paper overload with massive, bulky reports that had to be printed each month and delivered to personnel throughout the company. Some reports were hundreds of pages, and depending upon the end-user, much of the information did not pertain to their department. It was time for a change and Ascend delivered their cost-efficient, multi-functional Enterprise Content Management solution, *ReportSafe*®.

AN ENTERPRISING SOLUTION

According to Andrew Vega, IT Director, Altadis U.S.A., Ascend's *ReportSafe*® took the company's reporting process to the next level. "*ReportSafe*® not only provided a hard dollar savings, but many other benefits that improved the overall efficiency of our system," said Mr. Vega. By redirecting reports to *ReportSafe*®, they were able to cut their printing volume by more than half which translated to a huge savings in paper costs. "*We saw a return on our investment within the first three months, and we've been able to go to a nearly paperless reporting system*" stated Mr. Vega.

UNEXPECTED BENEFITS

Immediate E-mail notifications when jobs were completed within the Lawson system and reports available in real-time were two unexpected benefits Altadis U.S.A. realized with *ReportSafe*®. "*Our users found significant improvements in the ability to find the exact figures they wanted on each report through the tools in ReportSafe*®, and they particularly liked the electronic storage capability," said Mr. Vega.

ReportSafe® not only streamlined Altadis U.S.A.'s reporting process, but it made the day-to-day work life of the personnel easier by giving them access to their reports from anywhere, anytime.

"Our users love the search tools and automatic E-mail notifications."

"We received a return on our investment within three months."

"ReportSafe provides a rapid and efficient means of disseminating enterprise reports to users company wide."

*Andrew Vega
I.T. Director
Altadis U.S.A.*

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Those that work remotely can receive their reports from their home computers through the web access, and the automatic E-mail notifications of when reports are available meant that users no longer had to wait for the mail delivery or sift through mountains of paper to find their information. The I.T. administrators for Altadis U.S.A. are very pleased by the easy installation, low maintenance and simple report set-up.

"Whenever you can improve your enterprise management system with a solution that installs easily and requires very little maintenance, you have a win-win solution," commented Mr. Vega.

ABOUT ALTADIS USA

Altadis U.S.A. is a subsidiary of Altadis S.A., both the fourth largest tobacco company and largest cigar manufacturer in the world. Originally founded in 1918, Altadis U.S.A. operates tobacco production facilities in the Dominican Republic, Honduras, Puerto Rico, Pennsylvania, Virginia, Alabama and Florida. The company also has production affiliations in Mexico, Brazil and Holland. Because of its superior buying clout, Altadis U.S.A. is able to purchase the finest tobacco leaves from all over the world.

The company owns an enviable stable of trademarks including: A. Turrent, Don Diego, Don Melo, Gispert, Havana Sweets, H. Upmann, Henry Clay, Juan Lopez, Maria Guerrero, Montecristo, Onyx Reserve, Playboy by Don Diego, Quintero, Quintessa, Romeo y Julieta, Saint Luis Rey, Santa Damiana, Seijas Signature, Te-Amo, Trinidad and more. Domestic and premium machine made-brands include AyC, Backwoods, Black & Blue, Dutch Masters, El Producto, Erik, Hav-A-Tampa, Muriel, Phillies, Roi Tan and others. The company is also the largest supplier of private label pipe tobacco in the U.S.

The company's mission, simply stated, is to provide the highest quality products at a fair price in every category, to give the best service to its customers and to provide an outstanding working environment for its employees. To learn more about Altadis U.S.A., visit www.altadisusa.com.

ABOUT ASCEND SOFTWARE, INC.

Ascend Software, a computer software development company headquartered in Brea, California, delivers superior Enterprise Information Management and Business Automation solutions for the mid-range, Windows and mainframe environments. Distributed in fourteen countries, Ascend's solutions are recognized for their superior design and automation which provides their customers with a faster and greater return on investment.

The company's mission, Setting the Standard for Product Integrity, is highlighted in everything they do...from product development to installation to customer and technical service. Ascend delivers what they promise.