

Reborn Cabinets keeps all business processes in Fluix

SUCCESS STORY



Reborn Cabinets has been in business since 1983 and has grown to be the largest kitchen and bathroom remodeler in Southern California.

Vince Nardo, the President, realized that the only way to grow his company was to incorporate more technology into the day-to-day processes, in order to streamline his business operations. One of the critical steps in this journey was to find a way to tackle the inefficiency of paper-based document processes.

"If you're not considering going paperless as the next big move for your business, know that your competitors are. This is an easy way to stay a step ahead of them."

Vince Nardo
President at Reborn Cabinets



100+

automated business processes

84,000+

forms completed

200+

people in the field

Challenge

The Reborn team was using pen and paper for their internal and external documents – causing a number of operational inefficiencies:

- **Delays in delivering contracts** from the field to the office. It took 24-48 hours for a sales rep to deliver a contract back to the office.
- **Missing important data and customer signatures.** Required document fields were left blank or illegible, delaying project timelines.
- **Printing costs were significant.** Contracts and forms were frequently updated, which required thousands of reprints.

“When it came to inventory control, updates were lagging. Sometimes we would run out of contracts and have to get purchasing involved to re-order. Imagine that - you can't even sell your own product without having those forms on hand.”

– Vince Nardo
President at Reborn Cabinets

Solution

Vince launched a company initiative to digitally transform Reborn Cabinets and be completely paperless. He was looking for a lightweight software that would seamlessly integrate with existing daily processes and not require a huge upfront investment. He found Fluix document management and workflow automation was the best solution to:

- 1 **improve customer experience** by gathering e-signatures on updated change orders
- 2 **increase turnaround time** by instantly sending contracts onsite to the office
- 3 **eliminate hefty costs** spent on using paper in the field and office

Results

Going digital with paperless processes has enabled Reborn Cabinets to provide a better experience for their customers and have a more productive sales team – **increasing company efficiency by 25%**.

Other benefits the remodeling company has received since implementing Fluix workflow management solution include:

- 1 **easy-to-scale and deploy** at new office locations
- 2 **quickly updating and distributing** documents to their sales team in the field
- 3 auto-populating fields and calculations to **speed up the form filling process**
- 4 **presenting professional sales material and videos** to impress customers
- 5 automatically named documents for **faster processing for office staff**

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