



Client Success Story

The Furniture Company Finds A Comfortable Solution In RCMS

A Comprehensive Rental Management Solution

Customer Information:

The Furniture Company

Headquarters:

Houston, Texas

Industry:

Furniture Rental

The Furniture Company was founded three years ago by two partners who saw a need in the corporate location marketplace for high-quality rental furniture. The options typically available in the market were typically of low quality and often backed with lackluster service. While the company engages in very little advertising, it continues to grow and succeed by virtue of its growing reputation as a company that provides superior rental furniture and exceptional service.

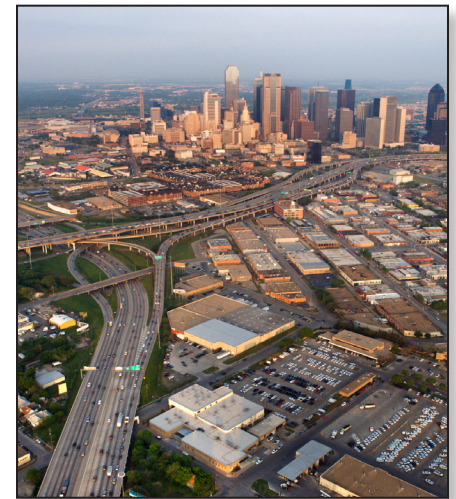
To manage its assets and ensure its shipments are out of its warehouse on time, The Furniture Company relies on Rental Control Management Software (RCMS) from Pacific Rental Solutions, Inc.

Shop For The Right Fit

As Irl Nathan, president of The Furniture Company, began searching for a software package to manage the growing business, he found that there were many such packages that catered to the rental industry, but they were concentrated on either the very high end, or the very low end of the price and functionality scale.

“The high-end offerings were complex, requiring almost a completely custom implementation for each company,” Nathan recalls. “The low-end offerings were inflexible, and had a home-grown look to them. We needed a solution that was flexible and customizable to our business; one that had established workflows and a reliable company behind it.”

Nathan says that he found that ideal combi-



nation in RCMS. “I was very pleasantly surprised when I saw RCMS, it was robust and powerful, yet still followed standard Windows conventions, so it was easy to navigate and use,” he recalls. “Pacific Rental Solutions also impressed me from the start. They were clear and up-front about what the software can do—and even what it cannot do.”

Streamline Fulfillment

The Furniture Company sends its trucks out each day to locations around the Houston metropolitan area. Before RCMS, Nathan says that the process of dispatching trucks with the correct cargo consumed his entire workday. “We’d type our work orders in Word and it was too easy for a mistake to get through,” he recalls.

Using RCMS, orders are entered directly into the software, quickly and efficiently. Using a kitting function, an entire suite of furniture can be added

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Pacific Rental Solutions, Inc.

Pacific Rental Solutions, Inc. has over 15 years experience in the rental industry. This has given us the unique capability of understanding the requirements and challenges that our prospects face everyday.

Rental Control Management System is the most mature, feature rich rental software on the market. Our integration with accounting, e-commerce and CRM, has made us the #1 rental software for the past 15 years.

to the work order in a single step. Staff can tailor the components of a kit to the customers' specifications, substituting a queen size bed for a king, for example. The warehouse staff works from the printed work orders to correctly fill each order.

"Our success depends on getting our customers' orders right the first time," says Nathan. "RCMS eliminates many of the common mistakes we used to deal with. It streamlines the entire workflow from order through delivery."

Manage Change Orders

Change orders are frequent in this industry, and Nathan is impressed by how RCMS handles contract change orders. "We can return one item and replace it with another in a single transaction," he says. "RCMS not only saves me a tremendous amount of time, it gives me confidence that everything that goes out of the warehouse is accounted for."

Exceed Customer Expectations

In order to deliver the exceptional customer service for which the company is known, Nathan and his staff rely on the asset management data provided by RCMS. "We can easily determine what's in stock, what's out on contract, and when we expect it back," Nathan says. "This enables us to give the right answers in response to our customers' questions and to ensure that we are able to keep the promises we make."

Asset Tracking Solution

Having a powerful asset management tracking system like RCMS is a powerful tool to guard

against losses.

"We're able to perform physical counts and reconcile the quantities in our warehouse and out on contract against what the RCMS shows us we should have," says Nathan. "Having tight control of our inventory allows us to deter theft and to catch mistakes that could lead to lost revenue."

Hosted Solution Eliminates IT Burden

The Furniture Company's RCMS application is hosted on Pacific Rental Solutions powerful servers in California.

Nathan says this is a huge benefit to his company. "I just want the software to work without the spending time maintaining it, so this is an ideal solution for us. I come from a software background, but I realize that installing and maintaining software and hardware isn't the best way for me to spend my time. I need to run the company, and with Pacific Rental Solutions hosting the application I don't have to worry about back ups, installing upgrades, or maintaining hardware. And we can access the application over the Internet from anywhere in the world."

Nathan is pleased with the RCMS solution and his business partners at Pacific Rental Solutions. "They are responsive technically and personally," he concludes. "No one can demand perfection, especially with software, so I gauge a company by how I'm treated when questions or problems arise. By that measure, I'd rate Pacific Rental Solutions as excellent!"



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