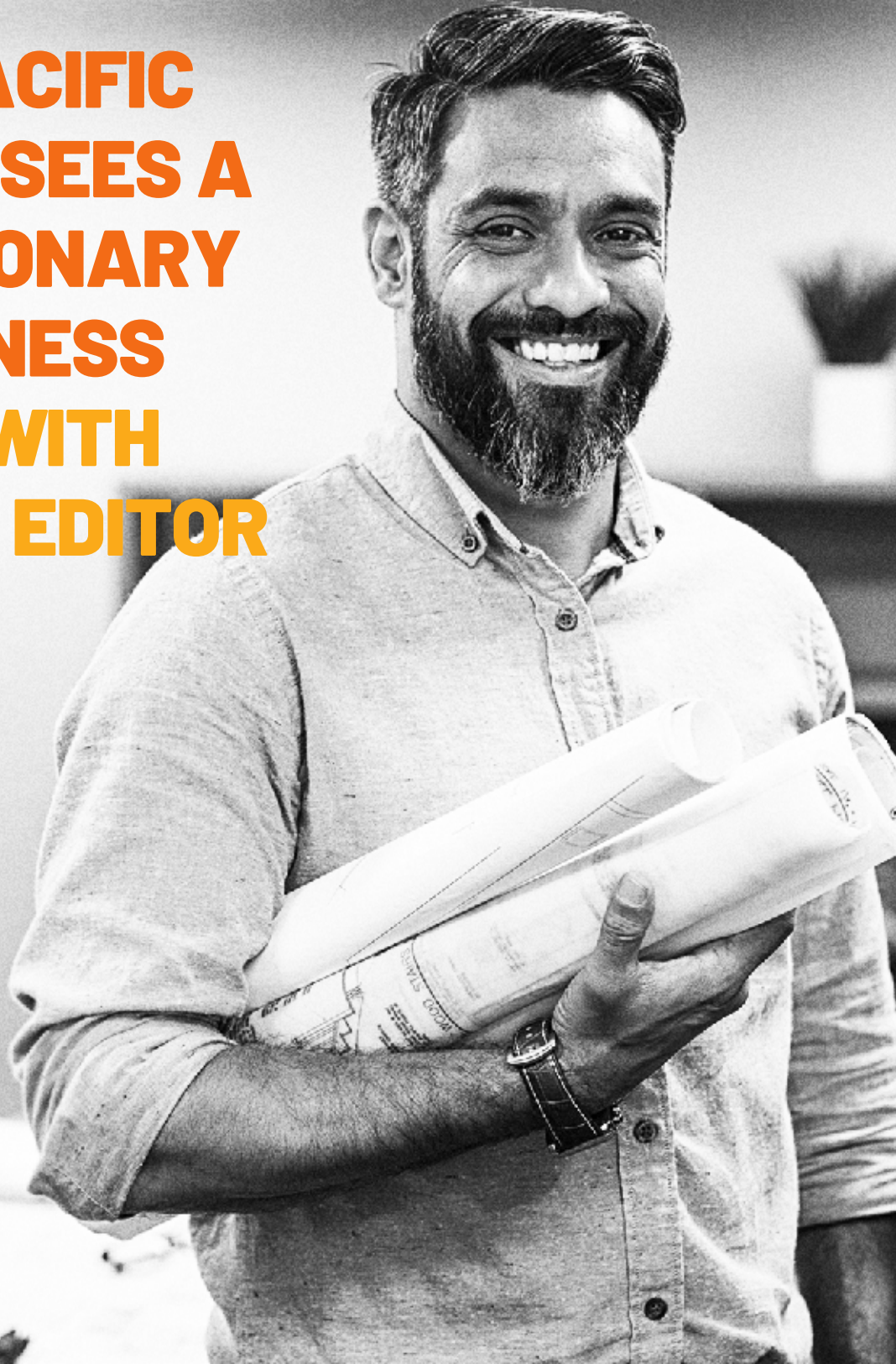# SIERRA PACIFIC WINDOWS SEES A REVOLUTIONARY NEW BUSINESS PROCESS WITH FOXIT PDF EDITOR

SIERRA PACIFIC WINDOWS

With 125 combined years in the window and door business, [Sierra Pacific Windows](#) is a household name west of the Rockies, and their reputation is quickly making its way across the rest of the country. The company builds the most uncompromising windows and doors possible for clients with the highest expectations.

Today, Sierra Pacific products are installed in 30 countries around the globe, with a focus on residential and light commercial construction in North America. They support more than 600 dealers, distributors and company stores across the country, with four manufacturing plants strategically located to deliver orders where and when they're needed.

Yet in spite of their revolutionary product production and widespread distribution, Sierra Pacific Industries was facing archaic business processes that were slowing down workflow, cutting into productivity and decreasing margins.

"Our process for developing quotes and processing orders for custom residential and commercial wood windows and doors could politely be referred to as a 'legacy application'," says Steve Gaston, CIO, Sierra Pacific Industries. "It's largely dependent on shuffling copious quantities of paper back and forth between the customer, sales representatives, sales office and order processing center. Some orders, particularly commercial jobs, require hundreds of pages of order detail."

It's not surprising that the Sierra Pacific Industries team placed a high priority on modernizing this process, for internal and external efficiency as well as a more progressive presentation for current and new customers.

The Foxit PDF Editor solution enables Sierra Pacific Industries to move away from paper

More than a century of combined years in the window and door business means [Sierra Pacific Industries](#) is one of the top brand names west of the Rockies. The company prides itself on building windows and doors that not only stand the test of time but also the reach the standards of their uncompromising clients. Sierra Pacific products are installed in multiple countries around the globe, with hundreds of dealers, distributors and company stores. So it was long overdue for them to modernize their complicated, paper-based business processes with a PDF solution that offered them the quality and pricing that made sense. With a mandate to move to digital, they chose Foxit PDF Editor as their standard.

At the heart of the company's process are the documents themselves. Sierra Pacific Industries wanted to move from paper-based to digital while streamlining team members' ability to create, recombine, share and publish the documents they rely on, day in, day out. Out of the field of possible partners for this critical endeavor, Foxit and its flagship Foxit PDF Editor were selected for document manipulation and other PDF requirements throughout the process.

The right solution and support at the right price

When asked to present strategies and solutions, the Foxit team approached Sierra Pacific Industries' Tech Support folks with the right solution and support at a very competitive price. "We leveraged their lower-cost perpetual licensing to offer full PDF management to our entire sales staff, which was a cost-prohibitive solution with Adobe Acrobat, our previous PDF software," explains Steve. Ease of use and intuitive design was also a key factor in the Sierra Pacific Industries team's decision to deploy Foxit PDF Editor.

Meeting the challenges of a disbursed sales team

One of the key challenges to overcome was the needs of the Sierra Pacific Industries sales force. Located throughout the United States, the sales team was not only out in the field in many cities but also divided in their use of PDF editing platforms. "Instead of Acrobat, some of our sales force had adopted PaperPort for basic document manipulation," Steve adds. "Although we found that Foxit surpassed PaperPort in ease of use and every other respect, we knew software changes are always difficult to implement, and even more so with our sales force in so many different locations."

Smooth transition and easy rollout

Yet the Sierra Pacific Industries team found that the rollout, training and transition went smoothly, with little to no need to reach out to the Foxit support team. "Users always have an aversion to change, but this went extremely well," adds Steve. "The Foxit team has proven to us that they provide the right solution and support with the technical expertise to backup up their products," Steve states. "We leveraged their lower cost licensing to offer full PDF management software to significantly more employees – a key factor in unifying and modernizing our Sales, HR and Accounting environments."

While Sierra Pacific Industries is in the early days of using Foxit PDF Editor, they see it helping to generate more revenue on the horizon. "I feel confident that the lower cost and ease of use provided by Foxit will positively impact our bottom line," Steve explains. "Having worked with plenty of software vendors and products for viewing, manipulating and managing documents, I overwhelmingly recommend Foxit PDF Editor for any business's document management and PDF file requirements."