



COM_Net2 “Heats Up” eBusiness at Rheem Canada LTD

One of the most recognized names in the cooling and heating industry, Rheem Manufacturing has been synonymous with quality for decades. A global leader in heating and cooling products, Rheem distributes its line around the world. It all started when brothers Donald and Richard Rheem acquired a galvanizing plant in San Francisco, California in the mid 1920's. Following that acquisition, they opened a plant in the vicinity of Los Angeles and ten years later and began manufacturing water heaters. Over the next two decades, Rheem continued to increase its variety of products to include oil furnaces, air conditioners and space heating units for homes. As the company grows, it continues to expand its line of residential and commercial products worldwide. With locations spanning the globe, Rheem Canada Ltd. is one of two Canadian sites.

Rheem Canada had a web-based order entry system however the application did not sufficiently support the Canadian based Rheem and it was unquestionably cumbersome to use. The “Rheem-Team” wisely evaluated COM_Net2 *the* eStorefront solution tightly integrated with Rheem’s ERP system, Infor ERP XA. Not only was the product functionality superior, the product integration was **key**.

Enter product orders easily and efficiently reflecting the customer's real-time pricing? **Check!**
Verify product availability? **Check!**
Offer Order Status and Shipment Tracking options? **Check!**
Do this all in less than 30 Days? **Check!**

A caveat in the selection of COM_Net2 was that it must be installed and operational within a very tight timeline...specifically, within 30 days! As the developer of this best-of-breed eStorefront, who else could develop an implementation methodology that has the product installed in **days**? As a fixed cost offering, Lexel’s Install Pak for COM_Net2 begins with a checklist that kick starts the process and gets the team on the same page coordinating activities that pave the way to customer unveiling of the solution. Coupled with detailed conference calls to review the completion of the Installation Checklist, Lexel remotely verifies that all prerequisites have been accomplished successfully. Install Pak includes customizing COM_Net2 “look and feel” to reflect the customer’s corporate branding, installation and an Expert who travels onsite to train the staff on how to use and administer the product.

Not only did Lexel jump in and supply Rheem with unparalleled customer focus, Lexel also provided an external product overview session for Rheem’s customers so that they would be completely operational following the switchover. When Rheem required a slight enhancement they were met with an immediate response from Lexel Corporation. Debra Wyatt, Manager of IT, commented, “We have tested the changes you have made and they are perfect, thank you so much! We will be putting this in the live environment over the weekend. Everyone is very happy and this will suit everyone involved. We appreciate all your work and patience with all the questions and emails back and forth. Once again Lexel has proved to be a company that talks the talk and walks the walk.”

The Rheem-Team is a highly satisfied and productive customer having utilized Install Pak offered by Lexel Corporation. COM_Net2, not only an exceptional product but in conjunction with Install Pak an exceptional implementation plan to quickly and fully deploy the solution. As Toby Perkin, Controller, states, “Thank you so much for responding quickly to our dilemma. This is truly great customer service and proves we made the right decision to partner with you!”

How can you expect a speedy return on investment if you are stuck in a lengthy implementation?

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