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**-Mardelle Thompson**

## COMPANY

Rubadue Wire  
Greeley, Colorado

<http://www.rubadue.com/>

## AT-A-GLANCE

**Industry:** Industrial  
**Shipping Solutions**  
**Version:** Classic 8  
**ERP:** Sage

## INTERVIEW

Mardelle Thompson,  
Production Control  
Manager



### **Rubadue Wire in Greeley, Colorado has been manufacturing extruded wire and cable products since 1977.**

Mardelle Thompson, the company's production control manager, ships products around the world with a major share going to Hong Kong, China, Germany and The Philippines.

The company specializes in insulating materials such as Teflon® and Tefzel®. They are known for setting the standard in quality and has products in medical devices, automobiles, appliances and consumer electronics.

#### **"I Like How Easy It is To Use"**

Mardelle has been using Shipping Solutions software for eight years and is currently running the latest version of Classic. She said her department processes on average of 28 shipments a month in shipping solutions. The size of shipments leaving the Rubadue Wire factory varies widely. "Our shipments can be anywhere from one pound to thousands of pounds." Mardelle explains.

Smaller packages are shipped via air; pallet-size shipments typically go on a cargo ship. Mardelle credits Shipping Solutions with making her job of processing shipments a simple and efficient task. "I like how easy it is to use. The software is very user friendly, and if we have problems, we always get answers from tech support quickly."

One of the top reasons Rubadue Wire likes Shipping Solutions is the company's top customer and technical support. She's only had to tap into phone support a few times, but each time she's been able to talk directly with a team member. Shipping Solutions doesn't employ call centers or use automated phone menus. Phones are answered by full-time employees during normal business hours.