

bisTrack™ Case Study



Canby Builders Supply

For Canby Builders Supply, solving their software challenge was as much about finding a company with the right people and attitude as it was about finding the company with the best software.

LOCATION	Canby, OR
WEB	www.canbybuilderssupply.com
EMPLOYEES	30
AFFILIATIONS	Cotter & Company (True Value)
SALES PROFILE	Home Center. General LBS
USERS	bisTrack - 35 Users Microsoft Dynamics® GP - 4 Users
PSI SOFTWARE	Scan Track, Web Track, Microsoft Dynamics GP, EDI to industry suppliers, Credit/Debit/Gift Card
PSI IMPLEMENTED	January 2008

For 60 years, homeowners and pro builders in and around Canby, have trusted Canby Builders Supply to take care of their building supply needs. Just 25 miles south of Portland, the company has enjoyed steady growth with annual sales climbing to over \$8 million. Behind the scenes, however, their business software was not keeping up with their needs. The product was not being upgraded or well supported, and the technology was old. After 13 years with the same software company it was time for a change.

“We pushed our previous software as far as it would go”, said Alan Churchill, Director of MIS. “What we needed was a company that had a broad suite of integrated software offerings, so we wouldn’t have to deal with six or seven different companies. We also wanted a company we could trust. Progressive Solutions and bisTrack software offered the complete package.”

bisTrack is a Windows®-based software that was developed specifically for building industry suppliers. It helps building materials distributors and dealers manage complex sales, inventory control and other business transactions, with outstanding support for softwood and hardwood products. Canby began to realize the benefits of bisTrack software very quickly, and has had a significant return on investment.

“Purchasing turned out to be a huge improvement for us,” said Churchill “With our prior software system, every salesman was also a purchasing agent. Now, with one centralized purchasing agent, we’re running about one less man month per month in just purchasing. Sales have also improved because salespeople aren’t spending time purchasing. We’re about one salesperson better at the same level of sales. So we’ve cut two people out of the equation for our monthly expenses.”

| continued...



“We selected bisTrack because of the completeness of the package; also because it’s Microsoft® based and the backbone is secure. The future looked brighter with bisTrack. We’re excited and we’re only using maybe 60% of what is truly in there.”

—Ken Guisinger, General Manager

One supplier. One integrated system. Only Progressive Solutions.

bisTrack™ Case Study



Canby Builders Supply ...continued.

"Our motivation in buying bisTrack was not to eliminate people. It was to get a system that was modern and worked. But the unexpected benefit is that we are running much more efficiently than we did."

General Manager Ken Guisinger said bisTrack also provided Canby with a much higher level of security. "It's definitely much more secure as far as releasing certain people to certain areas. That was a huge benefit, to be secure at every level, at every desk, at every terminal, at every person."

Another benefit was the switch to a nearly paperless system.

"By extensively using bisTrack's scanning system from top to bottom, we can open up any accounts payable or accounts receivable transaction and see every related document scanned in, as well as all of our digital pictures," said Guisinger. "In fact, after one year, we hadn't opened a single drawer in our filing cabinets so I loaded them on a pallet, put them upstairs and put the paperwork in storage."

After years of poor service from its previous software supplier, Canby was pleased to find Progressive Solutions shared their commitment to customer service. "They have great support," said Alan. "As fast as we send suggested enhancements to support, they come back to us in software releases. We are very pleased with how quickly new enhancements get added to the system. It's obvious how good the team is."

"I am very happy with Progressive Solutions. The bisTrack software is really solid and the people are great to work with," added Network Administrator Kevin Elder. "It's nice to have a smaller company where, if you have an issue, somebody will do something about it. Even Progressive Solutions' President Len Williams is always approachable. It's really nice to have that small company feel and have the software be as good as it is."

The enhanced software also helped Canby improve its own customer service. "Now we don't have to go to a drawer for AR information, either to review a credit application or find out what the credit line is; the information is all right there in the software," said Guisinger. "We can give the customer the answers they need while at our desks."

For Canby Builders Supply, solving their software challenges was as much about finding a company with the right people and attitude as it was about finding the company with the best software.

"We're really happy," said Elder. "Replacing software is a once every 20 years or so type of a thing so you want to do it once and do it right! I think we did the right thing selecting bisTrack and Progressive Solutions." ■

"I'm very happy with bisTrack and Progressive Solutions. The software is really solid and the people are great to work with."

—Kevin Elder, Network Administrator

"We really did change how we run our business because of bisTrack, and for the better I might add. As it turns out, it has already paid for itself in just one year which is something we just didn't expect."

—Alan Churchill, Director of MIS

™ – bisTrack, Scan Track and Web Track are Trademarks of Progressive Solutions Inc.



Progressive Solutions Inc.

13777 Commerce Parkway, Suite 200
Richmond, British Columbia
Canada V6V 2X3

Progressive Solutions (USA), Inc.

33400 – 8th Avenue South, Suite 200
Federal Way, Washington
USA 98003