



Chinook Lumber

At first glance, it may seem odd for one company to give other companies access to their computer system. For Chinook Lumber, a five-location company that provides lumber, hardware and building materials to Washington State's finest builders, it's all part of their commitment to customer service.

In 2006, Chinook Lumber installed Progressive Solutions' bisTrack software, a Windows®-based software that was developed specifically for the 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.

"We wanted to take advantage of today's technology to re-design our processes and make them better," says Joost Douwes, Vice-President and General Manager of Chinook Lumber. "One of the big strengths of bisTrack is the work flow it drives and the way it helps you identify the workload and the volume of work that is outstanding at each function, from picking to shipping.

"Getting information out of bisTrack is easy. Between Crystal Reports, Smartviews, Dashboards, Excel and SQL, we get the data we need on one common platform. It's helped us identify the work that needs to be done. All of the other products on the market are trying to catch up on the Windows interface that bisTrack has. bisTrack is a product for now and the future because of that modern platform."

Douwes says his users discovered efficiencies immediately on day one, including a dramatic reduction in paper flow thanks to using related documents.

"Now, we also use the Dashboards and Smartviews an awful lot to push data out; specific data for specific users with specific job functions. We have dashboards assigned to folks based on their profile to push data to them so they can do their job better in real time."

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"If you want to take advantage of today's technology to make your processes better, bisTrack is the answer."

—**Joost Douwes**, Vice-President and General Manager

One supplier. One integrated system. Only Progressive Solutions.

LOCATION	Monroe, WA
WEBSITE	www.chinooklumber.com
FOUNDED	1987
EMPLOYEES	78
AFFILIATIONS	WBMA, LMC, NLBMDA
SALES BREAKDOWN	2/3 Contractor, 1/3 Retailer
USERS	bisTrack - 41 Users Microsoft Dynamics® GP - 5 Users 5 locations
PSI SOFTWARE	FRx, HR, Payroll, Scan Track, Web Track, Mobile Software, EDI e-Business with suppliers, Microsoft Dynamics GP, EDI Saberis, CR/DR and gift cards.
PSI IMPLEMENTED	April 2006





bisTrack™

Case Study



Chinook Lumber ...continued.

Douwes says it soon became clear that his customers could benefit as much from bisTrack as Chinook was.

“We already have 182 customers (about 10 per cent) actively accessing their statements and order information online, through Web Track” says Douwes. “We saw bisTrack was a platform we could build on to be a better partner in our contractors’ endeavors. By giving customers Web Track access to our system, we can keep them better informed. bisTrack gives them credible reports on their jobs, which leads to better analysis of their projects. The ability to relay critical business intelligence to our customers helps them distinguish themselves in the marketplace.

“We wanted to provide our customers with more than just sticks of wood,” says Douwes. “Giving our customers access to their bisTrack project order information is just part of our commitment to exemplary customer service.”

According to the Western Building Material Association, the regional trade association serving building material dealers throughout the states of Alaska, Idaho, Montana, Oregon and Washington, it’s a commitment that recently made Chinook Lumber a worthy recipient of their *Distinguished Dealer of the Year* award.

To companies searching for the best software to improve their business, Joost says they should consider four points:

“First, bisTrack is built from the ground up. It has no legacy; it has no past. Those legacy systems have issues. bisTrack is a true relational database.

“Second, bisTrack takes advantage of the entire Microsoft world, standardized to interact with Sequel, Windows, Excel, Word and Outlook. You can do things with bisTrack that you can’t do with other systems.

“Third, it’s process driven, so the work just flows through bisTrack. And lastly, the people at Progressive Solutions have a lot of passion and excitement for their product. They have an active development strategy and bisTrack will continue to evolve.”

Douwes himself has a lot of passion for the product having set up a bisTrack users website with Brian King from Construction Supply in New Mexico. On it, they share ideas and tips on reports, smartviews, and other various topics with the entire bisTrack community of users.

It’s that spirit of collaboration, between users themselves and with the developers at Progressive Solutions that has made bisTrack the fastest growing business software in the industry. ■

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