

bisTrack™

Case Study



Contract Lumber, Inc.

After months of searching for a new software system for their business, the folks at Contract Lumber, based in Pataskala, Ohio, finally got one that feels like it was created just for them. That's because in many ways it was.

Contract Lumber is one of the largest independently owned building material and labor providers in the country, with 150 employees in Ohio, Indiana, North Carolina, South Carolina and Georgia. With 99 per cent of their sales going to contractors, they needed software that specifically addressed installed services.

"We searched for lumber packages on the internet and started requesting information," says James Holloway, Chief Financial Officer of Contract Lumber. "Unfortunately, no one really had that in a framework that would accommodate us. When we talked to Progressive Solutions, we decided we would share our knowledge on how installed services worked and write the Installed Sales module for bisTrack together.

"In the meantime, we attended our first bisTrack user conference even before we went live. We learned a lot from the live demos and were impressed with the capabilities of the software. From there, it was an experience for us to put onto paper what we were trying to accomplish, but I think we got there."

Installed Sales was developed in bisTrack and available by the fall of 2007 following extensive testing by both Contract Lumber and Progressive Solutions.

"Today, we're very reliant on the bisTrack system. It's given us access to information we just didn't have before. Now that we've been live for over a year, the reports are giving us lots of useful data. After years with our older system that was pretty bare bones in the information it provided, it's just a different concept to have so much information available and have it easily found through features like related documents. We don't have to look in the filing cabinet anymore and we have a lot less paper flying around, which is nice.

"As a business partner, Progressive Solutions has been terrific."

—James Holloway, Chief Financial Officer

LOCATION	Pataskala, OH
WEBSITE	www.contractlumber.com
FOUNDED	1989
EMPLOYEES	150
AFFILIATIONS	WBMA, LMC, NLBMDA
SALES BREAKDOWN	99% Contractor
USERS	bisTrack - 65 Users Microsoft Dynamics® GP - 7 Users 7 locations
PSI IMPLEMENTED	May 2008



One supplier. One integrated system. Only Progressive Solutions.



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—**James Holloway**, Chief Financial Officer

“With bisTrack's Installed Sales we can now track jobs, which is really important to us. With our old system, it was all done with various queries written on the system. So we just ran tons of queries and either printed them or entered the information in spreadsheets. bisTrack is so much better.”

Holloway says although they've been on the new system for a year, their 65 bisTrack users are still discovering what the system can do.

“We've gone from very little data to a lot of data and now we're motivated to see what we can really do. Many of our people are now doing smartviews and cubes and things like that.

“The good news is we're asking questions and getting answers. For example, we were trying to decide if delivery charges would make sense, particularly when fuel costs skyrocketed. We used bisTrack to develop and set up shipping charges based on certain order types and then automatically apply them. In the old system the only way you could do that was to remember if it's a certain type of order, then manually add a certain delivery charge—and expect people to remember that. With bisTrack we've been able to analyze a little bit on the finance charges and get the real costs set.”

And when Holloway and his team have questions about bisTrack, Progressive Solutions has been there for them.

“As a business partner, Progressive Solutions has been terrific. There are good people there. It's a real advantage knowing we can just call Len Williams, President and CEO, or Graham Rigby or Bobby Hook, and they're there for us. At the end of the day, I've found everyone to be responsive to our questions and our needs, and they are always willing to help.

“We went with bisTrack with some really high expectations. In the end, the availability of information in bisTrack, and the ability to do the Installed Sales module provided an excellent return on our investment.” ■

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