



Cozart Lumber & Supply Company

Search for new operating system leads to whole new way to operate for Rockwell, North Carolina's Cozart Lumber & Supply Company.

LOCATION	Rockwell, NC
WEB	www.cozartlumber.com
EMPLOYEES	22
AFFILIATIONS	LMC, Co-op, SBMA, local home builders association, local business alliance
SALES BREAKDOWN	60% Contractor 15% Comm./Wholesale 25% Retail
SALES PROFILE	Home Center. General LBS
USERS	bisTrack - 10 Users Microsoft Dynamics® GP - 2 Users
PSI SOFTWARE	Scan Track, bisTrack Mobile, Microsoft Dynamics GP, EDI to industry suppliers Orgill and LMC.
PSI IMPLEMENTED	October 2008

The owners of Cozart Lumber & Supply Company in Rockwell, North Carolina know a thing or two about starting things over from scratch. After the company burned down in 1991, co-owners Thad and Phillip Whicker took over the company their grandparents had started in the 1950s and rebuilt it to where it's now a thriving lumber and building supplies company operation with 22 employees.

On the software front, back in 1992 Cozart implemented their first CSD system followed by an entirely new system 10 years later. When their latest supplier wanted them to upgrade to a new operating system from the Unix-based system they'd originally provided, Co-owner Phillip Whicker, who's also the company's External Operations Manager, decided it was time to explore new options.

"I really wasn't happy about that, especially when I saw the price tag," said Phillip. "I told Brad Treece, our Internal Operations Manager, that if we were going to spend that much money we may as well look at a new system and see what's out there. We really had no idea and were pretty much starting fresh."

That road led to bisTrack, Progressive Solutions' 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.

Business contacts who themselves had switched to bisTrack told Treece the industry specific bisTrack software was the right way to go.

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"If you're looking for software and a group of people to support you, something that's going to be stable now and continue to grow in capabilities for 10 or 20 years, that's something Progressive Solutions has put together and they've done it right."

—**Brad Treece**, *Internal Operations Manager*

One supplier. One integrated system. Only Progressive Solutions.

bisTrack™ Case Study



Cozart Lumber & Supply Company ...continued.

“We wanted to invest in something that had a future,” said Treece. “We liked the fact that we wouldn’t have to deal with five or six different third party companies to get the features we wanted. Everything was more integrated. We also wanted to move from a Unix Operating System to a Windows Sequel based data system that would allow for things that just weren’t going to be feasible in the Unix world.”

“The bisTrack system provided multiple User Interface screens, user friendly training, and just a lot of things that I’d call modern.”

According to Phil Whicker, Cozart has come a long way since implementing bisTrack.

“The most important thing is everything is instant. At a moment’s notice I can pull up all the information from the last so many months, have it in front of me and make a decision ... like maybe we need to delete this item or this isn’t something we need to re-order.”

“On the customer content side, we have thousands of names in our customer accounts and it would take a lot of time to pull those out and go through them. Now I can pull the information up and either look at it by the credit limit, the price level, or other different ways and make a quick decision on that customer.”

“Also, using the graphs and dashboards I can tell what my margins are. If margins are low for a particular day, I can see why, or I can look at it on a weekly basis and get a good idea how the month is going. As a result, my decisions are more timely.”

In a challenging economy, Cozart’s owners have appreciated bisTrack’s money saving features.

“Being able to run different facets of bisTrack at the same time has definitely increased efficiencies on the managerial level and for the average inside sales guy,” said Treece. “It gives them the ability to multi-task and a lot more.”

“Not only does bisTrack integrate data but it also integrates processes better than what we’d had in the past, so the time spent dealing with paper is a lot less. Out of the four staff we’ve probably streamlined operations by half a person.”

“We didn’t look at bisTrack originally as a way to make more money. We were looking at it as a problem solving tool. That said, we’ve been able to do things with less staff and still be very operational.”

Starting over with new software from Progressive Solutions appears to have been as successful for Cozart Lumber as starting over from scratch and re-building their business back in 1991. “From a long term standpoint I think we made the right decision.” ■

“Progressive Solutions has been excellent to work with. They’re listening to us. From a long term standpoint I think we made the right decision.”

—**Phillip Whicker**, Owner, President,
External Operations Manager

“With bisTrack’s electronic system, if you need an answer, you can find it. As we grow it’s going to be a benefit.”

—**Thad Whicker**, Owner, Vice-President,
Sales Manager

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