



Lake States Lumber Company

Lake States Lumber Company is a wholesaler that services a network of quality building material dealers in Wisconsin and Minnesota. Since 1979, the company has grown to five locations and 160 employees thanks to a reputation for offering value-added services, a wide variety of inventories, and unmatched commitment to quality service.

LOCATION	Sparta, WI
WEBSITES	www.lake-states-lumber.com
FOUNDED	1979
EMPLOYEES	160
SALES BREAKDOWN	70% retail lumberyards, 30% industrial accounts
USERS	bisTrack – 80 users, 5 locations Microsoft Dynamics® GP – 8 users
PSI SOFTWARE	Scan Track, EDI to industry suppliers
PSI IMPLEMENTED	January 1, 2008

When its 10-year-old IT system couldn't keep up with the ongoing growth and success of the company, Lake States decided it was time for a change.

Just as a rigorous audit of Lake States merchandise from the forest to the consumer earned the company chain-of-custody certification from the Forest Stewardship Council (FSC), Lake States knew additional benefits could be gained by using business software that could track materials through its system on an ongoing basis. With a fair amount of transfers between its locations, finding a system that could provide real-time company-wide inventory tracking was of paramount importance.

"We had grown quite a bit since our first system was installed," said Andy Kick, Chief Financial Officer. "It was really hard to get information from our old system and you really couldn't analyze or download the data.

"bisTrack's Journey Planner module had the ability to coordinate activities between our locations, and we really liked that feature. As we also do some light manufacturing, the work order process was another nice feature. Most importantly, we know bisTrack is on a platform we can continue to grow with, and that it will have plenty of capacity for us."

During Lake States' implementation period, Progressive Solutions support staff were available every step of the way.

"PSI was great. Products were a huge thing for us in terms of the number of different products we have and the volume. We have a lot of differentiation between similar products and lumber, so we spent a lot of time trying to consolidate our product codes. We also spent a lot of time looking at how the accounts and the customer accounts should best be setup.



"PSI has been great. They are very willing to work with you and are always receptive. They have quality, knowledgeable, professional people on board. It's exactly what we had hoped for."

—Andy Kick, CFO

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bisTrack™

Case Study



Lake States Lumber Company ...continued.

“PSI was very willing to work with us and was always receptive. They have quality, knowledgeable, professional people on board. Our implementation and rollout went much better than we had anticipated.”

One of the earliest benefits Kick noticed was bisTrack’s ability to keep more accurate inventories.

“With our old system, we’d always have inventory items where it would show a negative quantity on hand. That resulted when you invoiced something before you received it or processed the work order. Now with bisTrack, we can manage the receiving and the work order processes better, thanks to better criteria and security options.

“System permission setups allow us to prohibit any user from invoicing into the negative. As a result, people are required to investigate a problem before just invoicing and making stock go negative. That allows us to keep better, more accurate inventories. In fact, security has been great in terms of being able to really define and be specific about what you allow certain people to do. I think security is a real strength of bisTrack.

“Another benefit we’ve seen is the amount of information that is available. The product histories are very good. Whether it’s the Stock Transaction report, the Stock Movement report or the Product Price History, it shows the history on every item. That’s critical in terms of our costing of our inventory. Even though we’re just a wholesale operation, it’s critical we manage those costs and adjust them when we need to. Just to be able to manage that process is great.

“bisTrack also saves us a lot of time when it comes to researching things, finding an audit trail, or locating history on a particular transaction. Related documents, and scanned documents have all made a difference.”

“Overall, I would say we are pleased with bisTrack. It allows each office to work better, and communicate better between the five locations. In addition to the product, PSI as a company has been really good to work with, especially in terms of being receptive to ideas for enhancements.

“Just in the last year, many additional tools have been developed in bisTrack that have helped tremendously. The support has been excellent and there are continual enhancements so it’s always evolving. We see ourselves on bisTrack for many years to come and look forward to the expected growth and expansion of the functionality.”

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—Andy Kick, CFO

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