



Moffatt & Powell Limited

Moffatt & Powell “The Lumber Store” began selling lumber, cement and coal more than 50 years ago and today has grown to five locations, all in Ontario.

LOCATION	London, Ontario
WEB	www.moffattandpowell.com
EMPLOYEES	150
AFFILIATIONS	LBMAO, ILDC Buying Group
SALES BREAKDOWN	80% Contractor, 20% Retail
SALES PROFILE	Lumber and building materials dealer
USERS	bisTrack - 60 Users Microsoft Dynamics® GP Advanced - 3 Users 5 locations
PSI SOFTWARE	Scan Track, Web Track, Microsoft Dynamics GP
PSI IMPLEMENTED	April 2009

The company was founded in 1956 by J. Keith Moffatt and Melvin Powell in the village of Watford, Ontario. The company began on a sound footing established by Keith Moffatt’s father—Hiram Moffatt—who had been operating the J.H. Moffatt enterprise at the same location since 1939.

Once the new Moffatt & Powell partnership took over, the business flourished by serving farming and building communities in Lambton County and Sarnia. More than 50 years later, Moffatt & Powell’s five strategically located stores in and around London continue to serve contractors, farmers, commercial, and do-it-yourselfers. The company fulfills its customers’ needs with a genuine spirit of service and high quality products.

In 2009, Moffatt & Powell decided both the company and its many clients would benefit from a new system to help monitor orders, track inventory and better serve its customers. After investigating a number of systems, Moffatt & Powell implemented Progressive Solutions’ bisTrack software. bisTrack is a Windows®-based software designed to help building materials distributors and dealers manage complex sales, inventory control and other business transactions, with outstanding support for wood products.

Moffatt and Powell’s IT Manager Randy Brown, and D’Arcy Quinn in Purchasing and Training say they chose bisTrack over other available options primarily because they found no other software was more up to date in terms of technology and upgradability, than bisTrack. As D’Arcy puts it, “With bisTrack being a newer product, there was a bit of risk on our part but it seemed like the product road map was driven heavily by the users. bisTrack is on current technology, with current hardware, current software, and developed in a current programming language.”

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—Randy Brown, IT Manager

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bisTrack™

Case Study



Moffatt & Powell Limited ...continued.

Within just three months of implementation, both Randy and D'Arcy say they realized many of their initial implementation goals. CRM has always been important to Moffatt & Powell and both Randy and D'Arcy say they're looking forward to future releases of bisTrack to maximize their CRM functionality.

The ability to import existing data during implementation was also important to Randy. "I liked the ability to work with spreadsheets and bisTrack is extremely good with the imports. One of the most important things in implementing is that the data goes over properly, and we really didn't have any issues; the data went over very smoothly. I think the visibility into some of the database processes became very apparent immediately and allowed us to react and change some things right away."

Randy is also impressed with bisTrack's ability to find related documents. "To be able to access the signed copies during any given month was never a problem with the old system. But once you got 4 or 5 months out, trying to find signed copies was quite a large task—often impossible. We put all of our outside sales on laptops with aircards. Now they can access a lot of information from anywhere, and they can see if their orders have gone through."

Randy adds that implementing such a major change in operations is not a decision to be taken lightly for any company. "When a company is looking at new software, their commitment has to be high. You have to have a goal in mind when implementing new software—if you're not looking at that end goal, the implementation will be painful."

However, D'Arcy credits Progressive Solutions with making sure the transition for Moffatt & Powell was as smooth as possible with the support and training needed. "Progressive Solutions worked with us through the implementation. Both Randy and I do recommend bisTrack for sure." ■

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—D'Arcy Quinn,
Purchasing and Training

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