



Viking Lumber Inc

For more than 60 years, Viking Lumber in Maine has made customer service the cornerstone of its business. With the addition of Progressive Solutions' bisTrack, it is now also able to provide the many customers - contractors and consumers alike - with fast and accurate information, while allowing the company to maximize its business operations.

Viking Lumber has been operating as a family business on the east coast of Maine since 1944, when founder Jud Flanagan first set up the company as a sawmill business in Belfast. By the 1960's the company switched from a strictly wholesale business to a retail lumber and building materials business that eventually expanded to its present five store chain along Maine's mid coast area. In 1978, Jud Flanagan turned over the business to his son David, and his daughters Erin and Maureen, who continue to run it today. True to its roots the company still operates its own sawmill to provide customers with the exact products they need.

To maintain Viking's standing as the preferred lumber and building materials dealer in their market, owner Maureen Flanagan turned to Progressive Solutions' bisTrack to keep the company's operations in focus. bisTrack is a Windows®-based software for building industry suppliers. It helps building materials distributors and dealers manage complex sales, inventory control and other business transactions, with outstanding support for wood products.

Maureen chose bisTrack because of its ability to track information on demand and then recall it in an instant.

"One of the key features I saw in bisTrack was just the availability of the information; how anyone can drill down to great detail. It is really attractive. With our previous system, I was the one who could always find the answer when others couldn't. Now people can find those answers themselves."

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—**Maureen Flanagan, Owner**

LOCATION	Belfast, ME (Head Office), plus four more locations in mid coast Maine area
WEB	www.vikinglumber.com
EMPLOYEES	110
AFFILIATIONS	LMC, NRLA
SALES BREAKDOWN	75-80% Contractor (professionals), 20-25% Retail (consumer)
SALES PROFILE	Full service lumber and building materials dealer
USERS	bisTrack - 70 Users Microsoft Dynamics® GP - 4 Users 5 Locations
PSI SOFTWARE	bisTrack, Web Track, Scan Track, Microsoft Dynamics GP, ProtoBase POS (being implemented)
PSI IMPLEMENTED	January 2008



One supplier. One integrated system. Only Progressive Solutions.



bisTrack™

Case Study



Viking Lumber Inc ...continued.

Maureen is also impressed with the ongoing support and upgrades provided by the Progressive Solutions team since the software was first brought into service.

“They have improved Web Track a lot which is great for our customers. We’re gearing up for a second phase of training now so that our staff can start using the system even more. I think the response of the development team is pretty amazing. They’ve been great. They’re not trying to tell you what to do. They are a partner trying to help you be more efficient within your business.”

Viking’s IT Manager Chris Carroll was instrumental in helping Maureen decide which software to use, and says they selected Progressive Solutions as their software supplier because it was ahead of its competitors in making the latest technology available. “The basics just weren’t there with some of the other software suppliers-- they didn’t seem to be heading in the right direction. We felt the Progressive Solutions team was going to move along much faster with product development. They were much further ahead at the start and we felt bisTrack would continue to be ahead and outpace the competition.”

Ultimately, Chris recommends bisTrack because of the platform, and the team at Progressive Solutions. “Go for it. I’d say the support group is there, the user group is there, the technology is great. The single thing most impressive is the amount of changes, the amount of releases, and what has improved in the product.

We’re very happy with the people behind Progressive Solutions. When we have suggestions or enhancements, anything of that nature, we’re actually heard and they do get put into the software if they make sense. That’s another huge, huge thing for us.” ■

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—Chris Carroll, IT Manager

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