



## White's Lumber

Progressive Solutions' bisTrack software helps New York building supply company go green where it matters most... at the till.

LOCATION	Watertown, NY (Head office)
WEB	www.whiteslumber.com
EMPLOYEES	95-100
AFFILIATIONS	LMC, Orgill
SALES BREAKDOWN	65% Contractor (professionals) 35% Retail (consumer)
SALES PROFILE	Contractor-oriented supplier of building materials
USERS	bisTrack - 60 Users 4 locations
PSI SOFTWARE	Scan Track, Web Track, Mobile Software, CR/DR/Gift cards, EDI to industry suppliers, Microsoft Dynamics® GP
PSI IMPLEMENTED	May 2008

Their website's homepage proudly proclaims that "White's Lumber has Gone Green." And thanks to new software from Progressive Solutions, they're not just getting greener in their business operations, they're also seeing a little more "green" where it matters most ... at the till.

White's Lumber has been selling professional products to contractors, builders and do-it-yourselfers for over 115 years. Founded in 1892, they now have 100 employees in four locations in New York State, and a loyal clientele that can always count on excellent service, knowledgeable and professional staff, and quality products.

Recently the company was looking to upgrade its software to a package that would improve their business operations, reduce paperwork, and provide other efficiencies.

They turned to bisTrack, Progressive Solutions' Windows®-based software that was developed specifically for building industry suppliers. The program helps building materials distributors and dealers manage complex sales, inventory control and other business transactions, with outstanding support for softwood and hardwood products.

"We first heard about Progressive Solutions and bisTrack in an issue of Lumber Cooperator," said Brad White, president of White's Lumber. "We were looking for more of a mainstream platform to base the software package on and bisTrack was the only one in the industry. bisTrack also came highly recommended by other folks in our industry.

According to Vice-President Ted White, bisTrack gives White's Lumber more timely and accurate information on the sales and financial ends.

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"Since we've gone live we've seen a lot of positive enhancements in our business."

—Brad White, President

One supplier. One integrated system. Only Progressive Solutions.



# bisTrack™

## Case Study



### **White's Lumber ...continued.**

"We've implemented some procedures in bisTrack that will make our purchasing more timely, more accurate, the costing more accurate, and make our purchase orders more closely match the invoice coming from the vendor," said Ted. "Tying in Scan Track and getting the documents and acknowledgements scanned in and attached to the purchase order results in a complete information flow all the way through the process. That's one of the key things we were looking for in a new system."

"I've seen some big pluses in finding orders. The staff is right into bisTrack now and it's helping them to write orders. It also ensures we have the controls in place for special orders. With bisTrack, we're writing orders up before they arrive as opposed to afterwards as we used to do. It's tough to turn around and argue about an order if the paperwork relates back to exactly what you submitted. Previously we could not even go back and find the related paperwork."

Brad White pointed to other ways bisTrack is improving White's Lumber's bottom line.

"We saw an increase in inventory turns last year. Now, we have timely access to reports and on-screen information that we didn't have access to before. The mistakes are down and the invoices going out to customers are more accurate. Before bisTrack, we would invoice at POS and if there were changes made to the order, we would have to completely credit the sale and then re-invoice it."

"Another thing we now have more knowledge of is the ability to input photographs of products. The flexibility of that and the ability to sell products in different quantities makes a world of difference."

For White Lumber's IT Manager, Tom Miller, the transition to bisTrack has been a smooth one.

"The modern interface made bisTrack easy to learn. When you go live, you have some concerns and areas you don't understand. Any time we called Progressive Solutions, they were extremely responsive and always had someone there to answer questions. Now, we're settled in and comfortable with bisTrack, and starting to take advantage of its power with purchasing, accounts receivable, through Microsoft Great Plains and general ledger."

"We chose bisTrack, in part, because it was a young maturing package and we felt we could have some input. With Progressive Solutions, the enhancements are easy to get."

To companies looking for new business solutions software, I'd say pick a company you can see yourself doing business with for several years down the road and where your culture is similar to theirs. It's very important. Thankfully, we have that with Progressive Solutions." ■

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"I've seen some big pluses in finding orders"

—**Ted White, Vice-President**

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