

bisTrack™ Case Study



LOCATION	Bethel Park, PA
WEBSITE	brooksidelumber.com
AFFILIATIONS	LMC
SALES PROFILE	75% Contractor 25% Consumer
BISTRACK	100 users 4 locations
IMPLEMENTED	February 2010
REPLACED	Activant ECS Pro

RESULTS SUMMARY

- Operational efficiency
- Better customer service
- Quick access to information
- Input on system enhancements
- Economical technology platform



Brookside Lumber

Brookside Lumber was drawn to bisTrack by its process workflow and modern architecture. But more than that, they saw Progressive Solutions as a valuable partner. David Jones, president of Brookside Lumber, wanted a vendor they could partner with long term, with vision and the appropriate shared values. They selected Progressive Solutions.

bisTrack's workflow "pushes" for efficiency and superior service

A key difference Brookside Lumber noticed about bisTrack is that its workflow matches the needs of LBM contractor yards to manage processes for superior customer service and efficiency. "bisTrack's workflow mirrors what we do and puts in place controls and structures that are lacking in other systems," says David Jones, President of Brookside Lumber.

"We like the way bisTrack pushes information out to the user," says Marcie Martin, IT manager at Brookside Lumber. "For example, when special items are received, a message is automatically sent to the sales person letting them know it's here. Or when stock is low or negative, a message is automatically sent to the buyers."

"In our old system and other systems that we looked at, you had to rely on someone to go in and dig the information out of the system, which didn't always happen," recalls Martin. "So the fact that bisTrack does that for you is extremely beneficial."

Smart Views – an easy tool for quick information access

Another major benefit to Brookside is being able to use Smart Views to quickly get information out of bisTrack for a specific request. For example, Smart Views help Brookside identify receipt variances and customers with no activity.

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"We selected bisTrack because its technology platform is what we need to accomplish our goals in a timely and economical manner. To me, the right architecture and platform are the foundation for driving your technology solution forward."

— **David Jones**, *President, Brookside Lumber*

One supplier. One integrated system. Only Progressive Solutions.



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— **Marcie Martin**, IT Manager,
Brookside Lumber

Brookside Lumber...continued.

To streamline year-end inventory reconciliation, Smart Views are used to gather data on open orders by product groups, and products that have not been counted.

"The Smart Views are excellent," say Martin. "Users are just amazed by the information that you can get out of the system quickly."

bisTrack's technology platform needed to accomplish goals

When Brookside Lumber decided to replace ECS Pro, they wanted a system that was more flexible, open, user-friendly and easily enhanced.

"We selected bisTrack because its technology platform is what we need to accomplish our goals in a timely and economical manner," says Jones, referring to bisTrack's true Windows environment with a SQL sever backend. "To me, the right architecture and platform are the foundation for driving your technology solution forward."

"I really like the openness of bisTrack. I've got total control over the data and reports are customizable. And we save because it's hardware independent. With other systems, we would have paid six times the price for servers," reports Jones.

Brookside Lumber also appreciates the relative ease of enhancement that comes thanks to bisTrack's platform. "Progressive Solutions is very open to suggestions, and it seems that enhancements can happen more quickly," says Martin. "They're a team sincerely interested in the development of their product and have been very good to work with."

Partnered with Progressive Solutions and bisTrack User Group

David Jones concurs: "One of the most pleasant surprises so far has been that there haven't been any bad surprises. We were given no false expectations during the sales process," says Jones.

"And Progressive Solutions fosters a supportive user group that is really excited about the software and sharing the creative things they're doing with it," continues Jones. Martin agrees, and comments on how useful the bisTrack User Conference was: "Meeting people in this line of work and hearing presentations from bisTrack users running businesses just like ours really helps us gain experience."

"We feel good about the choice we made," Martin concludes about their switch to bisTrack. "I am confident that we made the right decision and that bisTrack's technology will support our needs well into the future." ■

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