

bisTrack™ Case Study



LOCATION	North Fort Meyers, FL
WEBSITE	www.rbsc.net
AFFILIATIONS	LMC
SALES PROFILE	Mainly professional builders
BISTRACK	80 users / 5 locations
IMPLEMENTED	2009
REPLACED	Activant ECS Pro

RESULTS SUMMARY

- Reduced administration staff
- Countless hours saved getting information/reports
- Fewer costly mistakes
- Proactive managers
- Positioned for growth without added staff



Raymond Building Supply

Raymond Building Supply serves professional builders from five locations near their base in North Fort Meyers, Florida. Despite the market downturn, managers at Raymond remain optimistic about the future and are positioning themselves for the rebound. bisTrack business management software is an integral part of their plan.

Positioning for growth without adding staff

Raymond Building Supply implemented bisTrack software from Progressive Solutions in 2009, and it is helping Raymond restructure their business to operate more efficiently in Florida's hard-hit market. "bisTrack helps us do more with fewer people," reports Candy Loweke, Process Analyst at Raymond.

bisTrack does automatically what used to be done manually at Raymond. It used to be a fulltime job to re-enter Andersen IQ orders, and another fulltime job to generate daily, weekly and monthly reports – both of which are handled easily from within bisTrack. Further, tasks as varied as inventory, calculating sales tax and searching for and filing documents are completed much faster within bisTrack. "We've eliminated a lot of redundant administrative tasks and repurposed several fulltime employees," Loweke reports.

Loweke says they're confident that the market will turn around. "People will always want to retire to Florida," Loweke comments. "As our market rebounds, we'll be in a great position to grow without having to add staff."

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— **Duane Swanson Jr.**, *President & CFO, Raymond Building Supply*

One supplier. One integrated system. Only Progressive Solutions.

Raymond Building Supply...continued.



"bisTrack's workflow really guides the business model. You don't have to search for what slipped through the cracks, bisTrack points it out to you. I didn't anticipate such benefits, but it really saves us a lot of time resolving expensive problems and helps us do more with fewer people. As our market rebounds, we'll be in a great position to grow without having to add staff."

— **Candy Loweke**, Process Analyst,
Raymond Building Supply

bisTrack benefits immeasurable: management insight and tighter control

For Loweke, the ability to "get anything out of the system" using dashboards and smartviews has saved her countless hours and given managers insight into their operations they couldn't get before. "I can't begin to put a number on it, but I know it pays for itself," says Loweke.

As an example, bisTrack (through sql dbmail) automatically emails sales figures directly to top company managers three times each day, so that wherever they are they can see how business is doing throughout the day.

"It's all about the Dashboards to me," says Duane Swanson, Jr., President and CFO of Raymond Building Supply. "Our managers have their bisTrack Dashboards up 24/7, constantly monitoring our business operations in real time with much greater efficiency. Whether it's gross margin exceptions, system alerts, you name it, the information is all there so they can be more proactive. That's just huge."

Big time and cost savers: bisTrack's Workflow, Find, Related Documents

Loweke values the way bisTrack's workflow ensures that all steps are completed properly and that everyone has the information they need in a timely manner. "bisTrack's workflow really guides the business model," she says. "You don't have to search for what slipped through the cracks, bisTrack points it out to you."

Loweke also praises bisTrack's Find feature and the ability to link related documents and drill down for more information so that employees can quickly find an audit trail or background information.

bisTrack has helped Raymond uncover issues that were eating away at their profits: delivery disputes where missing items were replaced at Raymond's cost, kits where inventory was not fully allocated, and mistakes due to 'lost paperwork'. "Taking photos of deliveries definitely pays for itself," says Raymond Lumber's Millwork Manager, Ken Myers referring to bisTrack's Mobile Delivery feature that uses a camera phone to capture photos of a delivered load and link it to the order documents.

"We've fixed problems we didn't even know we had," says Loweke. "I didn't anticipate such benefits, but it really saves us a lot of time resolving expensive problems." ■

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