

bisTrack™ Case Study



LOCATION	Huntsville, AL
WEBSITE	wilsonlumber.net
SALES PROFILE	95% Contractor 5% Retail
BISTRACK	70 users / 2 locations
IMPLEMENTED	March 2009
REPLACED	Activant Falcon

RESULTS SUMMARY

- \$200,000 less inventory shrinkage
- \$50,000 reduction in redundant or inefficient tasks annually
- \$16,000 saving in imaging license fees, with all-user access built-in (\$320,000 value)
- Higher margins
- Improved workflow, accurate numbers
- Better customer responsiveness



Wilson Lumber

Wilson Lumber, headquartered in Huntsville, Alabama, has built a successful LBM dealership founded on two guiding principles: operate with integrity and inspire people to grow. When Wilson Lumber replaced their legacy Falcon system with bisTrack, made by Progressive Solutions, they discovered that what “just makes sense” can also make dollars.

Robb Wilson, owner of Wilson Lumber, expected that all the new software packages they looked at would do be the same. But he got a surprise. “bisTrack was different from anything else we looked at,” recalls Wilson.

Wilson and his staff are impressed with bisTrack’s common-sense workflow that is ideally suited to the way Wilson Lumber does business. “Our processes have definitely improved, and I have more confidence in the accuracy of the numbers I see,” says Wilson. “It all just makes so much sense.”

bisTrack prevents costly mistakes

Wilson cites numerous ways that bisTrack now prevents mistakes, saving considerable time and money – an estimated \$200,000 savings in inventory shrinkage alone:

- Special order handling that prevents inventory being misplaced or not accounted for while awaiting order completion.
- Messaging that warns of stock or margin issues.
- Ability to add notes and special instructions that can’t be missed when picking.

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— **Robb Wilson**, Owner, Wilson Lumber

One supplier. One integrated system. Only Progressive Solutions.



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Wilson Lumber...continued.

Greater staff efficiency pays for bisTrack

"I'm sure the 'Find Documents' feature alone has paid for our system," Wilson remarks, referring to bisTrack's built-in document management capabilities. In the past, Wilson limited the number of users who could view scanned images due to prohibitive user fees. Now, bisTrack's integrated imaging module, Scan Track, gives all users easy access to purchase orders, drawings, correspondence and other documents related to an order. "It's so helpful to have all documents linked by order number and stored right within bisTrack," Wilson says.

But improved efficiency doesn't stop at document retrieval. Wilson says bisTrack has "cut his time in half" in purchasing, saves his staff about 18 hours a month sending statements, and has allowed Wilson to reduce its dispatch staff. We estimate that these efficiencies save over \$50,000/yr in addition to making Wilson's staff more responsive and better informed.

Better processes result in accurate information, profitable efficiencies

Wilson says bisTrack improved nearly every business process at Wilson Lumber, and that clear procedures and quick access to information have improved everything from margins to customer satisfaction.

Wilson praises bisTrack's order tracking capabilities: "We can get 10 different order statuses with bisTrack, to help track an order through our stockrooms or sub-contractors, flagging them for reserved stock, back-orders and credit holds. I can't imagine going back to just an open or invoiced order status."

"I have more confidence in the accuracy of the numbers I see in the system, such as stock counts and margins," Wilson continues. "And I'm sure that margins are higher now."

PSI people make technology dependable

For Wilson, the people that come with bisTrack are as important as the product. "It's important for us to be in business with someone we can trust," he states.

"The people at PSI care if my system is working or not," Wilson says. "They're experts at what they do, and when they say they'll do something, it happens! With PSI, I know I'm dealing with people of integrity." ■

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