

secureHosting™

Case Study



LOCATION	Monroe, WA
WEBSITE	chinooklumber.com
AFFILIATIONS	LMC
SALES PROFILE	65% Contractor 35% Retail
BISTRACK	40 users / 5 locations
IMPLEMENTED	bisTrack 2006 secureHosting 2010
REPLACED	Dimensions

RESULTS SUMMARY

- Reduced IT staff by 80%
- Higher system reliability
- Faster bisTrack performance
- Replaced IT capital expenditures with predictable monthly payments
- Peace of mind



Chinook Lumber

With bisTrack's computing environment hosted and managed off-site, Chinook Lumber's general manager doesn't worry about reliability or downtime anymore. He doesn't have to upgrade hardware or administer a network just to do business. Switching bisTrack to secureHosting has allowed Chinook to cut IT staff... and to focus on their business and customer service.

No worry of being "one night away from disaster"

Like many LBM dealers, Chinook Lumber's computing environment evolved over the course of a decade from a couple of PCs under a desk to an IT staff of two and a half people managing networking and server equipment located in a closet they converted into a 'computer room'.

The risks were high, and Chinook Lumber's General Manager, Joost Douwes, was concerned about uptime. A power outage or network failure at their head office would shut down computers at all five locations. Even with air conditioning running 24x7 year round, the computers were at risk of failing.

"I worried we were one night away from disaster," Joost recalls. "Never again do I want to have servers on site."

secureHosting offers one stop shop

Chinook moved to a hosted environment in two stages. First, they moved their servers off-site into a secure data center, and hired a network managed services provider to operate and maintain their network and application servers.

In 2009 when Progressive Solutions launched its secureHosting environment, Joost leapt at the chance to be one of its first subscribers. Chinook Lumber's

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"I would recommend secureHosting to any Progressive Solutions customer. The secureHosting staff is fantastic. They really take care of us."

— **Joost Douwes**, General Manager, Chinook Lumber

One supplier. One integrated system. Only Progressive Solutions.



"Since our network and our bisTrack software are so interrelated, it's great to have someone experienced with both to optimize our systems. Progressive Solutions is my one stop shop."

— **Joost Douwes,**
General Manager, Chinook Lumber

Chinook Lumber...continued.

bisTrack, Microsoft Dynamics GP and MS Office applications are all hosted at Progressive Solutions' secureHosting data center on systems designed for reliability, fault tolerance and high performance. Hardware, operating system and application upgrades are done transparently by Progressive Solutions staff.

"Since our network and our bisTrack software are so interrelated, it's great to have someone experienced with both to be able to optimize our systems. Progressive Solutions is my one stop shop," Joost says. "I don't ever have to buy another server or another software license. Progressive Solutions does all of that."

Reduced IT staff, no capital expenditure

As a result, Chinook Lumber has reduced their IT staff by two full-time positions.

Further, the company does not have to finance \$50K-\$100K capital expenditures for servers, networking equipment or application software. Instead, the company sees a predictable monthly expense for the all-inclusive secureHosting application hosting and managed service.

Faster performance seals the recommendation

Moreover, Chinook gets faster performance than if they operated bisTrack themselves. "We had faster performance in benchmarking tests than bisTrack customers who operate their own systems," reports Joost, a result that can be attributed to the superior and powerful computing environment at the secureHosting data center.

"Hosted applications are absolutely the future," comments Joost. "I would recommend secureHosting to any Progressive Solutions customer. The secureHosting staff is fantastic. They really take care of us."

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