

# secureHosting™

## Case Study



LOCATION	Enterprise, AL
WEBSITE	townsendbuilding supply.com
AFFILIATIONS	Orgill
SALES PROFILE	30% Retail 70% Contractor
BISTRACK	40 users, 4 branches 1 truss plant
IMPLEMENTED	2011
REPLACED	Advantage

### RESULTS SUMMARY

- Fewer worries and headaches
- Smooth implementation
- Faster performance
- Single point of responsibility



## Townsend Building Supply

Townsend Building Supply purchased bisTrack to help them accomplish their strategic goals for growth and improved profitability. Indeed, bisTrack is helping them streamline their processes and gain efficiencies. But Michael Townsend says he's personally most glad about their decision to have Progressive Solutions host bisTrack through its secureHosting service.

"75% of my headaches are gone," says Michael Townsend, Vice President at Townsend Building Supply. "I don't have to worry about hard drives crashing. I don't have to do monthly backups."

secureHosting offers customers of Progressive Solutions' software a state-of-the-art hosted environment located at one of North America's premier data centers. The hosting environment is architected for high performance and high service levels, with redundancy in case of equipment failure and backup power supply. Customer data and applications are backed up nightly off-site, and daily transaction logs are updated every five minutes.

### secureHosting offers high performance, high service levels, worry-free

"One of my requirements when I was looking for software was that the software had to be able to be run in a hosted environment," Townsend recalls. "We already liked bisTrack, but when we found out that Progressive Solutions actually hosts the product themselves, that was a plus."

Benchmarking tests consistently show that applications running in the secureHosting environment outperform applications hosted at customer sites due to the powerful computing systems operating at the secureHosting data center and constant attention to performance optimization. "You know better what kind of hardware it needs to run on," Townsend comments.

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"Being a hosted customer has taken a load off my back. Progressive Solutions knows its software best."

— **Michael Townsend**, Vice President, Townsend Building Supply

One supplier. One integrated system. Only Progressive Solutions.

## Townsend Building Supply...continued.



**"75% of my headaches are gone. I don't have to worry about hard drives crashing. I don't have to do monthly backups."**

**— Michael Townsend, Vice President, Townsend Building Supply**

**"We made the right decision to go with bisTrack and secureHosting. It's an investment that is going to pay off."**

**— Turner Townsend, Vice President, Townsend Building Supply**

### **Smooth implementation and transition to bisTrack in hosted environment**

Townsend is certain that part of the reason their software configuration and transition from their old software to bisTrack went as smoothly as it did is because it was implemented in the secureHosting environment. "I was either going to do it myself or have a third party do it," Townsend recalls. "I don't think the transition would have gone near as smooth had Progressive Solutions not been hosting it."

Further, Townsend anticipates that resolving issues in the future will be smoother in the hosted environment managed by Progressive Solutions. "I don't have to worry about people pointing fingers at one another about whether something is a hardware issue or a software issue," he says.

Further, Progressive Solutions also manages software updates for both its own products and the Microsoft applications used in conjunction with its products, ensuring that all components are upgraded and operating with compatible software. Townsend sums it up: "Being a hosted customer has taken a load off my back. Progressive Solutions knows its software best."

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#### **Progressive Solutions Inc.**

13777 Commerce Parkway, Suite 200  
Richmond, British Columbia

TF 877 746 4774 info@progressive-solutions.com

#### **Progressive Solutions (USA), Inc.**

33400 – 8<sup>th</sup> Avenue South, Suite 200  
Federal Way, Washington

[www.progressive-solutions.com](http://www.progressive-solutions.com)