

secureHosting™

Case Study



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|---------------|-----------------------------|
| 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

- Optimized applications
- Servers and hardware that work together
- Inspired, more tech savvy staff
- Responsive tech support from PSI
- IT peace of mind



Wilson Lumber

Wilson Lumber, an LBM dealer headquartered in Huntsville, Alabama, values integrity and inspiration in its business dealings. With the decision to turn the maintenance of his IT infrastructure over to the experts at Progressive Solutions (PSI) and their Managed Services program, owner Robb Wilson unexpectedly achieved both.

Wilson Lumber has operated bisTrack since early 2009. Through Managed Services, PSI's technical specialists ensure optimal performance and security for PSI applications. But Wilson Lumber has taken it one step further: PSI's technical specialists also monitor and manage Wilson Lumber's IT infrastructure of servers, operating systems and security, looking after virus management, disaster recovery planning, and regular secure backups.

"There's peace of mind in knowing that you're taken care of," says Robb Wilson, owner of Wilson Lumber.

In business with a company you trust

Wilson recalls their computing environment when Wilson Lumber migrated off a legacy Falcon system to bisTrack: "We had accumulated a conglomeration of various different servers and hardware, and it all wasn't working well together." Wilson continues, "PSI analyzed what we had and then worked with us to get everything working properly. They even figured out problems we'd been having for years that no one else could fix."

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"There's peace of mind in knowing that you're taken care of"

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

One supplier. One integrated system. Only Progressive Solutions.



"It's important for us to be in business with someone we can trust. I know I'm dealing with people of integrity."

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

Wilson Lumber...continued.

Having PSI technical specialists involved in changes and updates to the system environment, settings, and software also helped minimize unnecessary downtime due to system integration issues.

"They're the experts. And I know I'm dealing with people of integrity," Wilson states. "The people at PSI care if my system is working or not, and are competent to deal with any issues. It's important for us to be in business with someone we can trust."

Employees empowered by bisTrack's common sense approach

One unexpected benefit of engaging PSI's Managed Services is that Wilson Lumber's own employees have become more technically involved and computer capable. "To be able to work with competent people at PSI, to call them anytime, and know that when they say they'll do something, it happens — it's an inspiration," says Wilson.

Before bisTrack, our people were 100% dependent on the IT guy. They might have known how to use Falcon, but they couldn't do anything else on the computer," Wilson recalls. "Now they're much more computer savvy. bisTrack has the same look-and-feel as Excel and Outlook, so learning bisTrack has helped them learn these other Office applications too."

Wilson is also impressed with the accountability built into PSI's customer support portal. "It's a really good tool," he comments. "I can look anytime to see which issues are open, and who is working on them."

"We've put in change requests, and seen upgrades that have included our suggestions. That's a huge inspiration!" remarks Wilson. "bisTrack and PSI have helped create a culture where my employees are stepping up a notch in their understanding of how computers work, and fixing their own problems."

Managed Services to Hosted System in the future

When asked about the next step in their IT department, Wilson replies: "We've built a platform so that it's very easy for PSI to check things out. When we go ahead and make the move to Hosting in two or three years, we're going to ask PSI to do it." n

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