

LBM dealer streamlines operations and grows business with Epicor BisTrack software

Company Facts

- ▶ Location: North Fort Meyers, Florida
- ▶ Industry: Lumber and Building Materials
- ▶ Number of Locations: 4 showrooms, 1 door and millwork plant
- ▶ Web site: www.rbcs.net



Success Highlights

Challenges

- ▶ Grow business regardless of market situation
- ▶ Streamline order entry
- ▶ Eliminate delivery disputes

Solution

- ▶ Epicor® BisTrack™

Benefits

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

Positioning for growth without adding staff

Raymond Building Supply serves professional builders from five locations near their base in North Fort Meyers, Florida. Epicor BisTrack business management software is an integral part of the company's plan for growth.

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

BisTrack software does automatically what had been done manually at Raymond. It was 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 the BisTrack solution. Further, tasks as varied as inventory, calculating sales tax, and searching for and filing documents are completed much faster within the solution. "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."

Management insight and tighter control

For Loweke, the ability to “get anything out of the system” using dashboards and smartviews has saved countless hours and given managers insight into 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 software 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 software 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.”

Efficiency gains and cost savings

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

Loweke also praises the BisTrack software 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.

The BisTrack solution 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 Ken Myers, millwork manager at Raymond, referring to the BisTrack 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.”

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers’ unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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