

# Epicor Success Story

## Alliance Lumber

### Lumber distributor provides outstanding service with Epicor BisTrack software

#### Company Facts

- ▶ Location: Glendale, Arizona
- ▶ Industry: Lumber and Building Materials
- ▶ Sales Profile: 100% Production Builder and Commercial Contractor
- ▶ Number of Locations: 6
- ▶ Web site: [www.alliancelumber.com](http://www.alliancelumber.com)

#### Success Highlights

##### Challenges

- ▶ Limited special order functionality
- ▶ No available portal for contractors and builders

##### Solution

- ▶ Epicor® BisTrack™

##### Benefits

- ▶ Platform for scaling up
- ▶ Efficient, centralized dispatch
- ▶ Better special order handling
- ▶ Visible cost, negotiated price, margin on each order
- ▶ Faster month-end closing



As Arizona's largest lumber distributor, Alliance Lumber counts amongst its customers some of the area's largest commercial building contractors and residential production builders. Being a preferred supplier to these progressive buyers requires exceptional logistics management, margin analysis, and customer service. Alliance Lumber upgraded to Epicor BisTrack software as a platform from which to provide outstanding service to its pro-builder customers.

#### Better support for production builders

"We started looking at which software systems were available, keeping in mind what we'd need for the production builders and commercial contractors as they tend to be more progressive," says Norb Edwardsen, general manager of Alliance Lumber.

"BisTrack software seems to be on the leading edge of technology. With the BisTrack solution as our platform there are a lot of things we can offer builders. For example, statements and pricing online to help them estimate projects, do billing, and manage cash flow," Edwardsen continues, referring to BisTrack software's web services that allows users to create an online portal where contractors and builders can log on to get details of their account information and view online catalogs showing their negotiated prices.

## Centralized dispatch more visible and efficient

The BisTrack solution is helping Alliance Lumber be more efficient in dispatch and delivery. They have centralized dispatch, and publish the journey schedules on BisTrack software so that sales people can keep their customers well informed.

"It certainly helps, because it's visual and you can quickly see what's scheduled for delivery, what's out, and if the delivery is complete," Edwardsen says.

Carla Ruminski, chief financial officer at Alliance Lumber, adds, "This makes us more efficient and our customer communication is more accurate."

## Reduced billing errors and better stock management

BisTrack software helps Alliance Lumber manage the variety of sales orders so that all charges and work orders associated with the order are properly captured. Added Value Orders (AVO), Special Orders, and allocation of additional charges provide the company with more options and control over costs and margins.

"Seeing real-time sales and costs allows for quicker reaction and more competitive pricing," says Ruminski, referring to the BisTrack software sales order entry screen that shows product cost, as well as the customer's negotiated pricing and margin for each item and the total order. "Also, I really like the way BisTrack software handles special orders. There are fewer billing errors."

"The purchasing managers of Glulam Beams and Engineered Wood Products like it, too, because they can now see lineal

foot items sales by length, which makes for better purchasing management," Ruminski adds. "Also, the Negative Stock report alerts our purchasing staff of the order requirements."

## Faster month-end closing, better information

Month-end and year-end closing is much easier for Alliance Lumber using the BisTrack software integration with Microsoft Dynamics®. "The balancing reports are really good. If there's an issue, you can find it really early and get it corrected," says Edwardsen. "Also, to do inventory any time you want during the course of the month instead of at the end of the month is very beneficial and speeds month-end," he continues. "Inventory control and reconciliation are faster and more accurate using the BisTrack Stock Adjustment report," Ruminski adds.

Alliance Lumber is also pleased with the information and analysis available using BisTrack dashboards, Smart Views and Smart Objects. "The system has a tremendous amount of information available."

## Positioning for efficient growth

Alliance Lumber is putting in place the software systems and procedures that will allow them to scale up quickly as the production builders get busy again. "We're getting our processes right, now. We'll spend less time fixing things later," says Edwardsen. "We're very hopeful that we'll be much more efficient than we were before BisTrack software. We're with the right system, at the right stage for our future."

## 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](http://www.epicor.com).



### Contact us for more information on Epicor Products and Services

+1.888.463.4700 [LBM@epicor.com](mailto:LBM@epicor.com) [www.epicor.com](http://www.epicor.com)

**Corporate Office**  
804 Las Cimas Parkway  
Austin, TX 78746  
USA  
Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

**Latin America and Caribbean**  
Blvd. Antonio L. Rodriguez #1882 Int. 104  
Plaza Central, Col. Santa Maria  
Monterrey, Nuevo Leon, CP 64650  
Mexico  
Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

**Europe, Middle East and Africa**  
No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom  
Phone: +44.1344.468468  
Fax: +44.1344.468010

**Asia**  
238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore  
Phone: +65.6333.8121  
Fax: +65.6333.8131

**Australia and New Zealand**  
Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia  
Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, February 2014. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. Epicor, the Epicor logo, and BisTrack are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. Microsoft, and Microsoft Dynamics are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved.