

Annandale Millwork and Allied Systems

Improved Operations Through Centralized Manufacturing and Order Management System

Company Facts

Overview

- ▶ Location: Winchester, Virginia
- ▶ Industry: Lumber and building materials
- ▶ Sales Profile: 90% Contractors/
10% Retail
- ▶ Number of Locations: 1
- ▶ Website: www.amcasc.com

Success Highlights

Challenge

- ▶ Operations were slow and inefficient without centralized system

Solutions

- ▶ Epicor® BisTrack™
- ▶ Epicor BisTrack Delivery

Benefits

- ▶ Linked systems and improved communication between operations
- ▶ Improved installed sales contract and margin management
- ▶ Delivered more accurate job costing
- ▶ Provided faster response times
- ▶ Reduced redundant data entry



Annandale Millwork and Allied Systems Corporation manufactures and distributes interior and exterior doors, windows, trim, and custom architectural millwork—as well as framing components including wall panels, floor systems, lumber, and roof trusses. They also offer engineering installation services, frequently selling whole home packages using installed sales contracts.

Flexible manufacturing and POS software

Hampered by a lack of shared information between the software packages used in each of its operations, Annandale had created manual workarounds and a folder-based system that were slow and fraught with inefficiencies. Because of this, they decided to upgrade to a single comprehensive business software system. “We were looking for software that could handle everything—millwork, component manufacturing, and point of sale (POS), because we had just started a retail store,” said Rob Frogale, co-owner, Annandale.

“Unlike other software we looked at, we found BisTrack software had enough flexibility to adapt to each area of our business,” recalled Jennifer Leonard, CFO, Annandale. “The Epicor team took the time to really understand what we needed and came up with real workable solutions. Other software vendors were very rigid and wanted us to fit into the mold they had created.”

Extensive support for installed sales

Most of Annandale’s sales are contract-driven installed sales with material shipments and services scheduled into various stages of a project. “We are able to ship material to the job site as it’s needed and do proper margin analysis and job costing,” said Leonard. “But on the accounting side, we can invoice in a way that matches the customer contract. I don’t recall seeing anything as well developed in other software packages.”

"We also use the BisTrack Delivery application, which is great, especially when we're making large materials drops out at job sites," said Leonard. "The drivers have smartphones, so they capture signatures in the field and take a picture of the drop, and it's instantly in the job file. We can resolve issues very quickly."

"Before we had the BisTrack Delivery application, our drivers carried digital cameras around all day, took pictures of material drops, brought in the memory cards at the end of their shifts, and then we had a team member go through these memory cards, clear out the pictures, and organize them in a folder on the network. That process was extremely cumbersome," said Leonard.

"Now, with the BisTrack Delivery app, our drivers can easily open it on their smartphones, enter the ticket number, take the pictures, and process the order instantly. It has put us light years ahead of where we were previously," Leonard said. "It helps keep our deliveries more accurate, especially when it comes to communication between internal departments—from contracts to

estimating, production to shipping, and even our purchasing department. Our customers have especially seen the improvements. It quickly resolves issues between us and our customers in a very clear manner—it's hard to dispute a photo."

Real-time manufacturing visibility

When asked about the impact having all facets of their company running on BisTrack software and sharing a central database, Leonard exclaimed, "Oh my goodness, it's been wonderful! There's less redundant data entry, and it has really opened up better communication between our production areas and our purchasing group. Stock and order information is available in real time at your fingertips. We're able to accomplish a lot more, because it's so much easier to research and have access to the information you need."

"For our project managers, they can see any information about sales orders, what's in stock, the schedule for their jobs," Leonard continued. "They don't even have to be in the office to get the information they need. They just log into BisTrack software remotely."

"We also enjoy the ability to tailor the software to the specific needs of different users with SmartViews," said Leonard. "We love SmartViews. Whether it's a SmartView that appears on a user's dashboard or one of the simple queries we do routinely, you can access your data even if you're not a computer programmer."

Users inspired to continuously improve

"A terrific user community comes along with the BisTrack software," Leonard added. "They're very willing to share their knowledge and accomplishments and help out if you have an issue. It says a lot about the solution that its users are so active and involved. It shows you that the software is so good that the users are excited about using it."

"We feel great about what we have put in place," she concluded. "There's just so much potential and so much room for growth that we're really excited for the future and really looking forward to continuing to build on the improvements we have already made."

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 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.

EPICOR

Contact us for more information on Epicor products and services

 +1.888.463.4700  lumber@epicor.com  www.epicor.com

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, August 2017. 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. 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. All other trademarks mentioned are the property of their respective owners. Copyright © 2017 Epicor Software Corporation. All rights reserved.