

## Family-Owned Building Material Dealer Enhances Operations With Epicor BisTrack

### Company Facts

- ▶ Location: Salt Lake City, Utah
- ▶ Industry: Lumber and Building Materials
- ▶ Number of Locations: 8
- ▶ Number of Employees: ~400
- ▶ Website: [www.burtonlumber.com](http://www.burtonlumber.com)
- ▶ Co-op: Orgill



### Success Highlights

#### Challenges

- ▶ Update technology from an antiquated system to improve business operations

#### Solutions

- ▶ Epicor® BisTrack™
- ▶ Epicor BisTrack Dispatch and Delivery
- ▶ Epicor BisTrack Journey Planner

#### Benefits

- ▶ Streamlined business processes, including more efficient millwork operations
- ▶ Accurate and easy-to-access data
- ▶ Visible and efficient dispatching
- ▶ Substantial year-over-year growth

Burton Lumber is a family-owned building material dealer with a rich history. The company features multiple locations throughout Utah, but the business' charter dates back to 1911. The largest locally owned lumberyard in Utah, Burton Lumber has seven retail lumberyard locations, as well as northern and southern truss plants, and a custom door and millwork shop.

#### Legacy for the future

Burton Lumber has a rich heritage. In order to move that legacy into the future, the business' operations team decided to implement the Epicor BisTrack solution. "We operated the business with Epicor Dimensions software for 16 years prior to implementing the Epicor BisTrack solution," says Mark Burton, director of operations for Burton Lumber. "When we really started taking a hard look at the business, we knew we had to make a technology switch. Before settling on BisTrack software, we looked at multiple solutions out there, but none seemed to be a good fit. With the wide range of products and services we offer, we felt that Epicor was the best solution for us."

"Today, we use BisTrack software soup to nuts on everything—from financials through to EDI—it's the core of our business," says Burton. "I don't think by any stretch of the imagination that we have everything figured out about the system, but we're getting better with it every day."

## Seamless millwork operations

Burton Lumber is continuously adding new operations to build the business and remain competitive. "About 12 years ago, we bought three different custom millwork shops. In the millwork operations, we take raw materials and turn them into finished products for stock. With Dimensions software that process got to be very convoluted and difficult. We have been very pleased with how BisTrack software seamlessly handles that entire process now," says Burton.

## Unrivaled benefits

With unparalleled service in its foundation, Burton Lumber prides itself on offering programs that serve the customers' best interests. "We have a customer incentive program and a commission program for our outside sales staff. These programs keep our business steps ahead of the competition and help us serve customers in the best ways possible. We have been able to effectively customize BisTrack software so that we can run those programs more efficiently," says Burton.

"Data mining has also been an enormous benefit," says Burton. "Finding information—whether we're looking at purchasing sales, inventory, accounts receivable, or accounts payable—is key. The ability to log on and research the data that we want is much easier and more accurate now with BisTrack."

## Visible and efficient dispatching

The BisTrack Journey Planner application makes it easy for dispatchers to drag and drop orders onto selected vehicles and rearrange orders to reflect priorities. "We use the BisTrack Journey Planner tool quite extensively," says Burton. "We also have it interfaced with our BlackBox GPS system which is on all our delivery trucks. It helps our dispatch office be much more efficient with the way they're scheduling loads and trucks. It gives our sales staff the visibility without having to call dispatch and check on orders—they can go right into the system and see which points on the route the trucks are located."

## Substantial growth year-over-year

Burton Lumber has been able to gain efficiencies, improve profitability, and enhance customer service with BisTrack software. "We've always been pretty solid with our margins and our ability to generate market share locally is strong. We've had substantial growth year-over-year for the past several years, while at the same time trying to expand the business and gain market share. I think a big part of that is the quality of people that we have, but it's also directly attributable to the BisTrack solution because we don't have a whole lot of people banging their head against the wall trying to figure out a computer system while they're trying to answer phones, take orders, and get their jobs done. They can easily use the system in conjunction with the rest of their daily tasks because it's substantially simpler than it was before," says Burton.

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



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