

Adam Myers | IT Support Manager | Beesley & Fildes

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Beesley boost bisTrack with two new modules

Beesley's Adam Myers believes that bisTrack is as relevant to a company like Beesley, which has its own in-house IT expertise, as it is to a company which just wants to 'set it up and forget it'. "We like the flexibility of bisTrack and the flexibility of the SQL package on which it is based," he said. "We want to be able to access our own data in bisTrack, particularly for reporting purposes, and it allows us to do this. I don't know of any other system which is as flexible or accessible. It's also very easy to teach. When we set up new branches, which has happened twice recently, training staff to use bisTrack is something we don't even have to worry about."

Scan Track was designed as an additional module for existing bisTrack customers such as Beesley. Its role was primarily to help merchants address the perennial problem of customers requesting proof of delivery – frequently used as a method of stalling payment. It's a common scenario for signed PoDs to come back from customers and get filed away in boxes, which then have to be painstakingly searched when a customer calls to say they've had an invoice for something they have no recollection of receiving! Using Scan Track, the signed PoD can be scanned into bisTrack on its return and, using bisTrack's 'related document' function, can be easily and instantly retrieved when required.

Adam Myers explained how he believes Scan Track will benefit Beesley. "We've used scanners for some time to hold PoDs and supplier invoices, but the difference with Scan Track is that the documents are now taken into bisTrack and the back office system, and are therefore so much easier for people to find. It's linked to the appropriate invoice in 'related documents' by the barcode and what's really useful is that our credit control team can email it to customers while they are actually on the phone to them."

Adam is also setting up eBusiness, bisTrack's EDI module, and explained that part of their motivation to implement it was a major buying society which is pushing its members to use it. He said, "We may only use it initially to trade with two or three national customers, but I think its eventual widespread use is inevitable, as we all like the idea of having quick and easy technological relationships which can save time and costs in terms of data input and invoice matching and may allow us to automate more administrative jobs."



Beesley & Fildes

Beesley & Fildes was one of Progressive Solutions' earliest users. They played an almost pioneering role when bisTrack software went live in six of its branches in early 2004. Now, with bisTrack well established as the £30 million Beesley group's management system, two of bisTrack's newest modules, Scan Track and eBusiness, are being introduced.

Adam Myers and Mike Farn lead a four strong IT team at Beesley. They manage all the systems used within the company and provide support to 100 or so bisTrack users.



Mike Farn | IT Systems Manager | Beesley & Fildes

“ Our depot managers authorise every account sale and we set up bisTrack so it highlights margins below a certain level. ”

Future proofing with eBusiness

“Although lots of people are talking about EDI, I don’t realistically expect much to happen for another 12 months or so. Even those who seriously want to exchange XML documents are finding the process of negotiating relationships quite complex and time consuming. But we want to stay competitive which is why we’re getting set up now so we’ll be ready. And, if there are any teething problems, then I’m confident Progressive will sort them out for us. I’m very positive about it.”

Mike Farn said, “Some people are issuing just purchase orders using EDI but I don’t see the point of that. We want to be able to do the whole thing and that’s why we’ve been waiting for software which gives us the functionality to make it worthwhile doing. When we’re set up we will be able to fire out purchase orders, receive the supplier invoice back into the system, and be able to match them to some degree automatically – with obviously some kind of tolerances. On the customer side we will be able to receive orders and send out invoices. If you haven’t got both the in and out process on both sides, then it’s no use. Invoice matching at the end of the process is where the time savings will be.”

PSI’s Managing Director Arthur Duffy, said, “Scan Track and eBusiness are just two of bisTrack’s new modules. Scan Track has already been developed further to automatically include an image of all relevant signed PoDs on each invoice sent. This means the customer is faced with proof of delivery as soon as they receive the invoice. We’ve also introduced a hand held system which allows reps in the field to access live data on bisTrack using smart phones. Our Data Warehouse module is set to deliver a new level of reporting, and Web Track is being developed to offer merchants a further way of doing business with account or credit card customers via a website. bisTrack is constantly evolving.”

Adam Myers concluded, “I think bisTrack is an excellent piece of software and it’s getting better and better. Progressive’s approach in terms of taking on board the needs within the market is also excellent. For example, EDI is not going to be a big issue for another 12 months but Progressive is there already which means we can get a head start. They’re always very open to new ideas and get better and better in terms of turnaround and development.”



Contact information

Progressive Solutions International Ltd
The Heath Business & Technical Park
Runcorn, Cheshire
WA7 4QX

Tel: 01928 592200

Fax: 01928 592252

info@progressive-solutions.co.uk

www.progressive-solutions.co.uk