

bisTrack | Case Study



Gerry O'Sullivan | Managing Director | MG Electrical Supplies

“We use Scan Track to scan signed delivery notes into the system,” he says, “then we can quickly relate them to orders – which really helps when we’re invoicing. At our Irish branch, we scan purchase invoices so we can keep them in the system, rather than having to file the originals.”

Specialist electrical solution

bisTrack was one of five potential software systems Gerry O'Sullivan looked at, after becoming concerned at the lack of development and support from his previous supplier. He drew up his short list of suppliers after creating a wish list of features he knew would be crucial to the business. The first was 'cable drum control', to log what was left on each drum and therefore avoid wastage. Problem-free integration with the Luckins product database was also hugely important, as the sales staff need constant access to create special orders. Gerry also wanted a system which would integrate with his existing Sage accounts. Previous experience had taught him that using a system with its own integrated ledgers can cause problems for temporary staff and accountants.

bisTrack ticked all these boxes, as well as offering the full order processing and inventory control MG Electrical expected. The system can also generate instant and bespoke reports from any of the data it holds and it integrates seamlessly with other Microsoft Office applications, such as Outlook and Excel. Gerry also found the Microsoft-based functionality a big benefit, as staff are working within the familiar Windows environment which is so intuitive to use.

Another major plus point Gerry found was that, unlike many other modern systems, all data held in bisTrack is stored in an open and accessible Microsoft database. This means that it's easy to extract information into an Excel spreadsheet for example, to work on as you wish for reporting purposes.

Business control

Particular features Gerry likes include the way he can set up his order monitor screen to view the information which is important to him, such as margin, whilst warehouse staff see a different view, which includes weights and other information more pertinent to their role. Tracking orders from this screen is made simple by using the related documents feature.

The best new bisTrack function according to Gerry, is Scan Track. “We use it to scan signed delivery notes into the system,” he says, “then we can quickly relate them to orders which really helps when we’re invoicing in the system rather than having to file the originals.”

bisTrack Case Study

MG Electrical Supplies

MG Electrical Supplies moved into modern premises on a well located trading estate in Enfield two years ago. The business had previously operated for 11 years from a small shop nearby. Since relocating, turnover has already doubled and MD, Gerry O'Sullivan, has just taken the decision to expand into a further 4,000 sq ft. He plans to build a mezzanine level to gain more storage and office space, and to create a much larger trade counter. A new 'out of hours collection' facility has been well-received by customers, particularly those travelling to and from site in the early hours, or late at night. Customers are given a special key fob which allows them 24-hour access to enter the secure collection area where their goods are left out for them. The area is controlled by CCTV.

Since moving to the new premises, Gerry's team of eight staff has grown to fifteen. The company serves all types of customer from local one-man operations to large national contracting companies. MG Electrical carries a broad range of stock, especially maintenance items and armoured cable, and enjoys a good reputation for sourcing specials. A sister operation recently opened in Southern Ireland and sales there are increasing month-on-month. Gerry divides his time between the two sites.



bisTrack | Case Study



Gerry O'Sullivan | Managing Director | MG Electrical Supplies

“ I was also very attracted by the way bisTrack lets you email and fax documents directly from the system. We email scanned PoDs directly to customers, and we plan to start faxing or emailing our customer invoices soon to cut postage costs. My sales manager also faxes or emails quotes directly from the system. ”

Special orders

Gerry explains that although electrical wholesalers and builders' merchants both sell literally thousands of products, in the electrical industry, there tends to be more manufacturers supplying the same type of product. **“This is why there is always such a demand for special orders from electrical wholesalers, as contractors often have a preferred brand, or a certain brand will be specified.”** bisTrack supports back-to-back ordering for specials and links both sides of the process together. Gerry says that bisTrack has also speeded up sales at the trade counter because the layout is so familiar and it's so easy to find products on the system.

Gerry regularly produces a variety of reports from the data held in bisTrack. Reports such as sales-by-supplier, margins, staff performance, and collected vs delivered sales breakdown, can all be produced in a matter of minutes and previewed on screen or printed out. He adds, **“My sales manager likes to export data into Excel to produce stock lists, which he can manipulate as he wants.”**

There are 16 bisTrack users across both MG Electrical branches but, because of its scalability, bisTrack is as relevant for a single-site operation, with half a dozen users, as it is for a national company with 200-plus branches. Additionally, because it's such a flexible system, it can be configured to suit each company's individual needs and implemented in the most effective, and ultimately, the most profitable way.

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