

bisTrack

Case Study



Mark Congdon | Financial Director | Noyeks Newmans

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Choosing the right software

Mark Congdon believes that implementing the right management software is critical to the success of any business. As Financial Director of Noyeks Newmans, the first company in Ireland to implement bisTrack software, he says it's essential that he and his team have constant access to real-time information, held within a robust system with all the functionality the company needs now and in the future.

Up until four years ago, Noyeks used Sage which they had enhanced with their own modules, built using the Sage developer package. But it was running to the limit of its capacity and the time was right to look for a stronger platform. Mark Congdon drove the selection process and cited functionality, ease of use, speed of reporting, relevance to the industry and robustness as key criteria in the systems he considered.

Four systems were shortlisted including Sage Line 500 but, after evaluating price and the ability to develop in line with their own future requirements, bisTrack was selected. In fact Mark had looked at bisTrack a year before when it only offered around 45% of the functionality he needed. When he revisited the system a year later, and saw how much further it had been developed to offer practically everything he wanted, it became a strong contender for selection.

Familiarity

bisTrack is built in Microsoft Windows architecture which means it's familiar to anyone used to other Microsoft applications such as Outlook — which makes training easy. It has been developed by a team with a deep understanding of how merchants, timber and other construction industry suppliers operate their businesses. The standard bisTrack package includes full sales order processing for cash and credit sales, stock control, pricing and discount management for delivered and direct sales from multiple locations. It links seamlessly with other Microsoft Office applications and accounts packages — Noyeks use Microsoft's Dynamics NAV (aka Navision). A range of optional modules is also available and one of these, Scan Track, has delivered considerable time saving benefits to Noyeks. Proof of delivery notes can be scanned in to the system and automatically linked to the invoice and other related documents within bisTrack, offering fast traceability to the credit control team.

Damien Cosgrove manages Noyek's team of four credit controllers. Using bisTrack's Financial taskpad, they have easy and fast access to customer records and history, as well as account age. They can place accounts on stop from the customer record and drill-down to see full details of the customer's transactions. He says: "The great thing is that we can export all of this information to Excel and produce any report we need — such as an aged debt report by sales rep, or our bespoke 'exposure' report, which helps us assess any potential credit risk so we can take measures to protect ourselves."

Damien's team can also import information from customers' websites into bisTrack, such as sets of accounts and product guarantees, so any information they could possibly need about a customer is always there in bisTrack whenever they need it.



Noyeks Newmans

Any system employed by Noyeks has to be robust. 100 staff across the group use bisTrack, selling 3000 product lines and processing approximately 600 sales orders each day. With a head office and large showroom in Dublin, the company sells kitchens, flooring, decking, doors and panel products from a total of eight outlets across Ireland.

bisTrack software manages sales on the trade counter at each branch and the 10-strong field sales team can log on to the system in real-time via their laptops, enabling them to process orders, check current stock levels and sort credit control issues while they are out on the road.



Damien Cosgrove | Credit Control Manager | Noyeks Newmans

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Management intelligence

For higher-end bisTrack customers like Noyeks, who are looking for comprehensive reporting on a day-to-day basis, with no impact on system performance, Progressive has introduced a new Data Warehouse module. Mark Congdon explains: “This is something we’re looking at because at the moment we complete a lot of reporting by exporting data from bisTrack into Excel. Data Warehouse is important to us as I can control the reporting within bisTrack itself, which makes it faster and more robust. We can tailor reports to individuals and they are able to get the information they need much more quickly.” Typically Damien and Mark use bisTrack data to produce reports showing performance by outlet, by individual, gross margin compared to budget, business by geographical location, slow moving stock, new business, etc. Data Warehouse enables him to slice and dice this data every possible way, without taking it out of the system.

Further on...

Many bisTrack users, particularly those who have worked with it for several years, have contributed to its development by suggesting changes which have then been made generic enough to benefit all users. This is a practice which continues and which Progressive believes makes bisTrack better and better. For example, Mark is currently talking to Progressive’s development team about electronic signature capture including a facility for delivery drivers to capture signatures for immediate updates to the server. He’s also considering the module which links bisTrack to GPS vehicle tracking, and enables sales staff to advise accurate delivery times to customers.

Complete control

Mark’s overview of bisTrack is that it’s an intuitive, straightforward and a robust platform that provides quality, reliable information to allow traders to trade and that quite simply ‘it does what it says on the tin’. He adds: “I can drop-down and drill into any business information easily, which enables me to analyse a situation very quickly. It gives me complete control.”

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