

# BOSTON CEDAR & MILLWORK



***Boston Cedar & Millwork, a DMSi customer since 1998, attributes much of their growth and success to DMSi Software's technological advancements, customer service, and best practices. "With DMSi, we are able to keep costs down and increase efficiencies to provide our customers added value along with our quality products," explains Joyce Hunt, Boston Cedar & Millwork CFO.***

## **The Challenge**

When Boston Cedar implemented DMS+ legacy software nearly a decade ago, they realized many benefits from DMSi's built-in, industry specific software functionality and largest collection of people dedicated to these industries. These benefits include the depth, service, and integration Boston Cedar needed to improve customer service, streamline business processes, and enhance asset performance. According to Hunt, "For Boston Cedar, DMSi's customer service is key. Agility software is industry specific and supported by knowledgeable staff specializing in lumber and building material. Because DMSi knows how lumber businesses work, we have a high comfort level that we are using the best practices for our industry." In order to remain competitive in the marketplace, Boston Cedar strives to keep up with ever changing technology. Therefore, given their successful track record with DMSi, they decided to take their efficiency to the next level with the additional functionality of Agility.

## **The Solution**

The conversion from DMS+ to Agility went smoothly and provided Boston Cedar numerous benefits. Through Agility SaaS (Software as a Service) environment, Boston Cedar's data and application software reside on a remote, secure, expertly maintained Data Center. "As the cost of IT staff steadily increase, SaaS solutions help us drive our costs down, provide complete disaster protection, and keep up with the latest technology. We don't even think about it," explains Hunt. "And, it's great for our salesmen who are now able to access our database on the road ... wherever, whenever."

Agility's tag/tally inventory functionality, coupled with the additional benefits of Mobile Solutions, also play a strong role in increasing Boston Cedar's profitability. At the heart of Agility is a lumber architecture that allows for a single item to have multiple branches, multiple yard locations, multiple lots, multiple units/tags, and multiple lengths embedded in its core design. Every window, every logic component, and every application in the system was built from the ground-up to employ this fundamental lumber inventory architecture. By adding Mobile barcode scanning capabilities to Agility, Boston Cedar improved warehouse efficiency, time savings, and order accuracy. "Through mobile's scanning, our orders and inventory are always 99.9% accurate. We completely eliminated the problems related to human error and the paper shuffle; saving a whole person in dispatch," says Hunt. Warehouse personnel simply scan or key the correct product, location, and quantity at the time they are physically picking for full units and custom tallies. When picking is done, delivery tickets can be immediately printed without waiting for the office staff to update orders. The final result of complete inventory control is better customer service.

Through BIInformed, Agility's powerful business intelligence application, Boston Cedar's executives can interactively zero-in on answers to business performance questions, instantly detect business trends, and strategically respond to the ever changing events occurring in distribution. Hunt describes, "Whether he [our owner] is at home, in the office, or anywhere else in the world, he can easily manage the business with BIInformed's complete dash board view."

**800.347.6720**

**dmsi.com**

**dmsi** Software  
Run better.