



For nearly 90 years, Christensen Lumber has been driven to offer their customers great products and customer service. In 2009, Christensen Lumber stayed true to that mission and implemented DMSi's Agility Software. Throughout the past year, the company has seen great results from Agility and continues to improve inventory management and customer communication through technology.

The Challenge

Christensen Lumber, which is based in Fremont, Nebraska, serves contractors and homeowners with their yard, pre-hung door shop, railroad unloading dock, 40,000-square foot component plant and interactive showroom. A DMSi customer since 1989, Christensen Lumber was previously running DMS+ Software before they implemented Agility. Christensen Lumber is very focused on service and staying ahead of technology, which is why they chose to upgrade their system to Agility. "It became evident that we hadn't been keeping up with technology and were in need of an upgraded, all-inclusive system," Mike Potthoff, Christensen Lumber's chief financial officer described. "We decided to start from scratch and implement Agility to gain the efficiency we were lacking."

The Solution

In August of 2009, Christensen Lumber chose to implement Agility, and since then, they have seen numerous benefits. By implementing the fully integrated business accounting software, Christensen Lumber's customers have a different perception of them. "Our customers now feel that we are a proactive, tech-friendly company," Potthoff said. "We are seen in a new light."

Agility provides Christensen Lumber with visibility they had not previously had. "Our real time visibility has increased significantly," Potthoff said. "We can trust items stock availability and quantity on hand." Their increased visibility also applies to nonstock items. "The bill-of-materials (BOM) structure lets us easily quote doors that we don't carry in inventory," Potthoff explained. "It allows our walk-in customers to get real time price and availability on special order, configured doors."

By using Agility, Christensen Lumber's purchasing strategies have also improved. "We use the suggested purchase order features extensively," Potthoff described, "and the ability to link a sales order to a purchase order has been a big improvement from the way things were done before. Also we now have enough history that we are really becoming efficient at managing our reorder points which has allowed us to free-up a significant amount of cash without compromising service."

Processes that were once timely and manual are now simple, a change that has made an impact on productivity. "Agility has helped our month end billing process," Potthoff said. "Previously, a statement was printed and invoices were manually matched up to the statement and then mailed to the customer. Now, a statement prints and all of the invoices print right behind them. What was once a day and a half project, now takes a half of a day."

Throughout the past year, Christensen Lumber has seen a great deal of improvements in how they run their business. "Agility has made everyone more accountable because we can analyze things such as customer profitability and our inventory better," Potthoff explained.

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