

# HARPER CHAMBERS LUMBER COMPANY



***Harper Chambers Lumber Company, a family owned company in Tuscaloosa, Alabama strives for quick decisions and reactions so they can offer better service to their customers. Since opening in 1967, they have delivered integrity and an unwavering commitment to single family residential, multi-family residential and light commercial contractors. Now, with Agility's help, they are doing it better. In 2005, Harper Chambers Lumber Company chose to implement the fully integrated business accounting system and have since seen a great increase in speed, visibility and accuracy.***

## **The Challenge**

When Steve Chambers, president of Harper Chambers Lumber Company, began looking to replace their Activant CSD system, he was really skeptical of other systems. The company was extremely frustrated with the accuracy of information and overall reliability from Activant's CSD and had assumed that is how all business accounting systems ran. "On our old CSD system, I ran a ton of things outside of the system to make sure that my numbers were correct because I didn't trust their reports," Chambers said. Chambers skepticism continued until he started investigating DMSi's Agility Software. "I was doing a lot of due diligence when looking into DMSi," Chambers said. "It became my mission to find someone who didn't like DMSi and I still can't find them."

## **The Solution**

In 2005, Harper Chambers Lumber Company implemented Agility and now they have a secure and reliable business accounting system that allows them to offer customers unparalleled customer service. "When we first got on Agility, I thought the system was wrong," Chambers described. "Now I'm like, 'what did I do wrong?' because I know the system is right. It is always right." In addition to confidence, Harper Chambers now has speed on their side. "I can instantly put my fingers on the numbers that are critical to run my business, so I can react if the numbers aren't going the way that I want," Chambers said.

Agility's functionality has changed Harper Chambers' business processes because it allows them to have an accurate inventory. "It used to be that we took inventory once a year, but I came to the realization that we were trying to get this thing right one time a year," Chambers described. "I would rather have an inventory number that is 95 percent right everyday than 100 percent one time a year. So, we began a cycle counting procedure and now with Agility, we cycle count every day. It is just standard with our business."

Harper Chambers, like 90 percent of DMSi's other Agility users, runs the software in a secure hosted format, or Software as a Service (SaaS). This allows the company to eliminate servers and access the software with a simple Internet connection. "Running Agility in the hosted environment is the best money I've spent," Chambers said. "I don't have to worry. If our building burns down, I'll just take my laptop, go somewhere else, get on Agility and I am back up and running."

In over five years running Agility, Harper Chambers Lumber Company has revolutionized their business practices to make better decisions and offer their customers more accurate information. "Thank goodness we implemented Agility when we did because now that things have turned down in the market, it has made it much easier to manage our business. "

**800.347.6720**

**dmsi.com**

**dmsi** Software

Run better.