



Since 1973, Holmes Drywall has thrived as an independently-owned and operated drywall distributor. Their mission is to assist business associates in obtaining optimum success by providing superior products and service at a fair price. In selecting DMSi, Holmes Drywall found an independent, similar-minded company. DMSi's Agility helps Holmes achieve remarkable results.

The Challenge

With locations in Kansas City, MO and Shawnee, KS, Holmes Drywall employs 36 and runs a fleet of eleven delivery trucks. Each day, Holmes' employees are focused on ensuring loads are sent accurately and safely; incoming supplier materials are received; and all customer needs are fulfilled. Prior to investing in DMSi's Agility software, most of these functions involved intervention to maintain control. Barb Hughes, Holmes Drywall in Shawnee General Manager, explains, "We reached a point where technology was needed to improve our processes. To ensure accuracy and customer satisfaction, we would spend time physically recounting, writing manual quotes, credits and Point of Sale, and weighing loads. The manual effort required was limiting our company's potential growth."

The Solution

Along with the reliability derived from DMSi's 30 years of experience in the building products software industry, Holmes Drywall chose Agility for its drywall product specific functionality. The areas in need of improvement at Holmes Drywall were all addressed with Agility's solutions including: inventory, quotes, point of sale, and shipping. By eliminating the constraints of cumbersome business processes, Holmes Drywall is poised to increase the profitability of their business beyond their previously established goals.

Completing physical inventory in Holmes Drywall's huge warehouse used to be painful. Each product was counted by hand including 14-foot high racks of drywall sheets, trim, and small tools. Then, the products were recounted for accuracy. Now, through Agility's Mobile Physical Inventory, all products are assigned a bar code and the count input through an easy-to-use scanner. Recounts have been eliminated. "I had to prove the system would work to a lot of skeptical employees," says Hughes. "By completing our first completely accurate physical inventory in half the time with Mobile scanning they are now convinced."

The quote methodology at Holmes Drywall was burdened with the inefficiencies of manual entry coupled with quarterly price changes and credits. According to Hughes, "All the bells and whistles of Agility have enabled us to automatically change quarterly pricing and keep a handle on every quote, even the big commercial jobs." With Agility, the system revises applicable pricing based on the changes gypsum board and steel supplier price. Quote reviews are eliminated, as the pricing is always accurate within the system.

By using the Point of Sale module of Agility, Holmes employees now have instant access to accurate inventory information. Orders can now be placed with confidence with product code scanning and immediate confirmation of stock availability. After a POS transaction is complete, a printed, faxed or emailed customer receipt is available. Whether the customer pays by cash, credit or check, each individual customer transaction is recorded and readily available for future inquiry.

When shipping out products, the Agility system reduces the costs associated with truck weight limitations. A detailed description of the weight of each order is a valuable tool for the dispatcher, so trucks can be built up accordingly to promote maximum efficiency. The system quickly prints a picking document, resolves quantities, and reprints delivery receipts. "Agility's ability to specifically gage the weight of each truck helps us load our trucks to capacity. In turn, we reduce fuel costs and prevent fines," Hughes concludes.

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