

LUMBER PRODUCTS



With nearly 40,000 item numbers, Lumber Products has perfected error-free order creation and maintenance and increased employee productivity using the CAFE (Compound Attribute Filtering Engine) Logic feature in Agility. A leader in the building materials field, the company has 12 locations, 450+ employees and a rich 70-year history. Based in Tualatin, OR, Lumber Products distributes hardwood lumber and plywood, and door and millwork products to big box retailers. The company has been a DMSi customer since 1996, first using CAFE Logic with DMS+ and now with Agility. Choosing to go to Agility in 2009, the company chose the comprehensive system because of the intuitiveness with CAFE Logic and because it was the best software option for their company. “Staying with DMSi was the best option for our company,” Lumber Products CIO, Darrell Leitzke explained. “We wanted our transition to be as seamless as possible for internal users and customers and that the familiarity with DMSi would be most beneficial.”

The Challenge

For many years, entering bill of materials (BOM) items was a complicated process at Lumber Products. They had numerous item numbers and many employees with varied skills and industry knowledge. “When I first started at the company, they had a few options, but they were nothing like the options we have now,” BOM specialist Mary Brule described. “There were many BOMs that weren’t maintained. Some branches had empty BOMs and would have to put in every item. It was a lot of hassle.”

The Solution

In 2001, Lumber Products began using CAFE Logic, which transformed their inventory accuracy and gave them a concise process for creating and maintaining BOMs. “CAFE Logic was the reason for pursuing Agility,” Brule said. “I knew it would be much better for our users and new employees because it would be simpler to enter an order, which ultimately translates to better customer service. If you could follow a phone note, you can enter an order in Agility and not have errors.” The CAFE Logic feature significantly reduces time in setting up BOM structure and provides speedy and accurate information. It works by filtering BOM options based on all the previous selections made for that configuration to prevent incompatible components from showing up in the selection. CAFE Logic works great for employees with all skill levels because it guides the user through a logical series of questions making sales order building a simple process.

Lumber Products has built sophisticated logic in terms of making a series of automatic changes based on one selection in Agility. Their processes for BOMs in Agility has been re-engineered from how they were completing processes in DMS+. “With Agility, everything goes in the logical order you want it to, as long as you have it set up correctly,” Brule added.

Lumber Products uses CAFE Logic as a way to empower their employees. “It gives the users the tools to do their job as efficiently as possible,” Brule added. “The more experience they get, the faster they get, the better they can do their job. That is why I was excited about going to Agility. I felt it was one more step further up the chain that was going to make things much easier for our users.”

The effects of using CAFE Logic in Agility have made an impact in many areas at Lumber Products. “We have gained a benefit having all of our branches on one system, so from that standpoint, it is good to have the consistent approach to entering BOMs into Agility,” Lumber Products CIO Darrell Leitzke said. “As far as the real opportunities for productivity gain in Agility are in duplication features, ease of going from a quote to a sales order, having BOMs already configured and then easily releasing them to sales orders. We are still learning how to leverage all of Agility’s capability, but we definitely have a good framework in place to begin to do that in the future.”

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