Verdon Timber Group

Faster customer service and headroom for growth with a cloud-based ERP infrastructure

Highlights

Solution

Cloud hosting for enterprise systems

Benefits

Improved service levels, increased scalability, improved security, reduced capital expenditure, boosted IT reliability, freed up staff, enhanced reputation

Technologies

- Epicor BisTrack
- Microsoft Dynamics NAV
- Managed cloud services
- Unified Email Management (UEM)

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Chris Doran
Director
Verdon Timber Group

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The Verdon Timber Group is an independent business formed by a merger between five timber merchant companies, which now share their specialist expertise with customers at nine sites in Leicestershire, Lincolnshire and Northamptonshire. An Epicor BisTrack ERP solution helps the company standardize its operational and financial processes across all nine sites, but the application was suffering major performance issues.

"As we grew, our system began suffering from poor performance and sometimes complete failure," explains Chris Doran, Director of Verdon Timber. "BisTrack is vital for registering sales and managing inventory, but it ran so slowly that we ended up with queues of customers at busy times – to the extent that we had to install a coffee machine in the checkout area to keep them occupied! Our brand is built on great customer service, and we had recently opened a new site, so the last thing we needed was a reputation for keeping customers waiting.

"Our IT provider at the time had very limited knowledge of BisTrack. They kept advising us to invest more money in new servers, to the extent that we spent upwards of £30,000 on infrastructure – but the performance problems still weren't getting solved."

When Verdon Timber Group asked for help, Epicor invited Network Integrity Services (NIS) to investigate the issues. NIS is an Epicor Alliance Partner that has been working with companies in the building and timber industries since 1985, and has years of experience with designing and sizing infrastructure solutions for BisTrack. Verdon Timber Group worked with NIS's local Leicester office and quickly recognized their expertise.

"We were so impressed by NIS that we made the decision to move from our old IT provider," notes Chris Doran. "We also decided to move to NIS's cloud hosting service for our BisTrack application. This enables us to easily scale up our system without significant capital outlay, while NIS handles all of the infrastructure and management of the solution at a highly secure data centre.

"We now know exactly what our IT costs are, thanks to NIS's per-user per-month pricing structure, and we no longer have unpredictable extra expenses. The system has been 100% reliable since we moved, and we can serve our customers much more quickly – from an IT viewpoint, everything is pretty much instant now.

"With 100% reliable infrastructure and the support of NIS experts who are always willing to help, we're able to expand our business without worrying about IT. We're planning to launch three more new sites this year, so that's a big advantage. And now that we're confident in the basic system, we're also looking forward to introducing new capabilities, such as barcoding and digital signatures, which will help us improve customer service even further."