Case Study Garner Building Supply
Quality Support

> " *Pacsoft has helped us all along the way.*"
> Landon Garner, Manager, Garner Building Supply

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your success is our success

Background

In the early 1960's, Jack Garner purchased what would become Garner Building Supply in Rogers, Arkansas, after managing the business for several years. Under Jack's leadership, the company focussed intently on bringing high quality service to their customers, resulting in constant growth, and an increasing share of the building material market in the area. Today, second and third generation Garners - Jack's son Reese and his grandson Landon - are running the business the same way.

Challenges

Garner first automated their business with Triad (now Epicor). As their business grew, however, they realized that they were not utilizing their system to its fullest advantage - and that there was very little help being offered by its provider. And, as Triad's ownership changed hands several times, they found themselves receiving an ever decreasing quality of response to their service needs.

Given the Garner's own understanding of the need for good service - and because they wanted to move ahead with more fully utilizing what a good management system could bring to their business - they began looking for a different POS company in 2004.

They chose Pacsoft because they identified with Pacsoft's ability to provide one-on-one support from people who knew them, and the needs of their business, first-hand.

When Reese and Landon began to evaluate new systems, their criteria were:
• To find a solution provider who would work with them, personally
• To find a solution provider that was stable, and not being purchased by yet another venture capital company or conglomerate
 • To find a system that would support their building materials sales and purchases efficiently
• To find a POS company that would provide consistent, new technology to help them make their customer service better
• To leverage the support relationship of that company by taking better advantage of business-critical features, like general ledger and inventory management

Pacsoft's Solution

Unlike most POS software companies, Pacsoft remains close to their customers, and brought their attributes to the Garner's business:

Stores	2
Pacsoft	12 Users
Implementation	2004
www.garnerbuildingsupply.com	

Results Summary

- Increased lumber and contractor sales with powerful Customer Order and Quotes modules
- Technological advancements have improved their customers' experience
- Personalized support from Pacsoft employees that know and understand their business

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• Support calls are answered by real people, dealt with immediately, and are not "outsourced"

• The people answering the calls are the same people that installed and trained the Garner's – meaning they understand and know their business, and their staff

• Pacsoft remains stable, and has been under the same independent ownership for over 27 years

• Pacsoft enhanced Garner's lumber and contractor sales with Optemizer's powerful Customer Order and Quotes modules, both of which tie directly to Purchase Orders for fast processing

• Pacsoft's technological advancements have allowed the Garners to improve their customers' business experience through the use of emailing statements and invoices, and by using an iPad for remote login and sales management

• Garner Building Supply has improved inventory investments over a number of departments using SciBuy, and installed Optemizer's integrated General Ledger – all with direct, on-site assistance from Pacsoft

Garner Building Supply has taken advantage of the service opportunities offered by Pacsoft to move ahead with how they utilize their point of sale software.

More than just a "cash register", Optemizer is an integral part of their business, from processing lumber inventory, to enhancing sales to contractors, to improving their own store processes.

Landon Garner says: *"I am looking at using new technology wherever possible. The emailing of PDF statements is fantastic, and the contractors love it. We are making good inroads with our inventory management and our general ledger, and Pacsoft has helped us all along the way."*

He adds: *"I've had a number of Optemizer prospects in our store, and they've always been impressed with how Optemizer works, and how Pacsoft supports us. I would be happy to talk with any business owners – particularly fellow Allied Building Store members – who are thinking about switching their systems".*

About Pacsoft

Since 1984 Pacsoft has helped hundreds of businesses worldwide get control of their inventory issues. Pacsoft takes great pride in ensuring complete customer satisfaction by providing the highest level of professional service and a highly effective inventory management solution.

We make Our Customers Money by Improving their Efficiency and Profit

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