

Texas Plywood and Lumber Company, Inc.

Business Overview

Founded in 1953, Texas Plywood and Lumber Company, Inc., supplies builders with doors and trim for houses that range from starter to one-of-a-kind custom homes. With two plants located nearly 250 miles apart, Texas Plywood and Lumber has more than 195,000 combined square feet of assembly and warehouse space and a workforce of more than 130 strong.

Challenges

As one of the largest door and millwork suppliers in Texas, Texas Plywood created and maintained an excessive amount of paperwork. With the creation of every new piece of paper, the company fell into the unforgiving cycle of a paper-based back office.

Locating signed customer invoices became a challenge within Texas Plywood's accounting department. Eddie Wilson, Texas Plywood's system's administrator, recalls horror stories from the mid 1990's, before the company adopted an Enterprise Content Management (ECM) solution. "Employees would have to look through multiple filing cabinets for a copy of an invoice, fax it to the customer, and then file it back again in the right spot," said Wilson. "Sometimes the whole accounting department, six or seven people, would have to stop what they were doing and look for hours to pursue a single customer invoice." These types of paper-based inefficiencies within the accounting department created constant work interruptions, costing the company man-hour time losses and reduced productivity.

With every vendor invoice, delivery ticket, and customer purchase order created, Texas Plywood's back office chaos compounded. The company's constant need to manually sort, route, pay, file, retrieve, and then re-file company paperwork, along with additional costs such as reams of paper and lost physical office space, soon began to cost Texas Plywood revenue. Most importantly, Texas Plywood knew a better back office filing system would not only improve its bottom line, it would also improve customer service.

In 1997, Texas Plywood made the decision to purchase an in-house enterprise content management system, expending more than \$100,000 in hardware and software costs. The new ECM system began to transform Texas Plywood's back office by eliminating many paper-based processes. The transition to a paper free back office was just the first step for Texas Plywood's evolution in becoming one of the most innovative and technologically advanced millwork suppliers in the country. In November of 2000, the company raised the bar even higher by offering its customers Internet Exchange capabilities for purchasing and invoicing. This strategic move allowed Texas Plywood to focus on its customer's needs more quickly than competitors.

However, as time passed, Texas Plywood discovered its ECM hardware and software began to decline at an excessive rate.



Business Profile

Texas Plywood and Lumber Company, Inc., supplies builders with custom-made doors and trim.

Industry

Building products wholesale distribution

Geography

Plant locations in New Braunfels and Grand Prairie, Texas

History

Founded in 1953

Solutions Implemented

ImageView
COLDView

Benefits

- Improved Customer Service
- Instant retrieval of customer information and documents
- 20% resource reduction in IT
- Automatic system back-ups
- Disaster recovery protection
- Integrated with database
- Lower total cost of ownership than with an in-house solution



Solution

In 2004, after analyzing the rising costs associated with software and hardware upgrades, and realizing its IT resources were being over extended to maintain an in-house system on a daily basis, Texas Plywood changed its IT strategy from an in-house system to WorldView's Hosted Document Management Solution. This change allowed the company to continue offering its customers the highest standard of service, at a fraction of the cost of upgrading its current IT system.

"The transition to WorldView's solution was fast and simple," said Jim Waldron, WorldView IT Development Manager. "We maintained a seamless upgrade for Texas Plywood's users. Both their old system and their new WorldView solution ran concurrently until everything was configured to meet Texas Plywood's specifications. The installation was complete within a matter of weeks." This level of service allowed Texas Plywood to continue its usual business processes running uninterrupted during the installation.

Transitioning to WorldView's Document Management Solution offered Texas Plywood a much needed maintenance free environment, enabling an IT resource reduction of 20 percent. "Users noticed a difference immediately," said Wilson, "The WorldView Solution allowed our users greater indexing and functionality." In addition, WorldView's ECM solution offered Texas Plywood remote access, automatic system back-ups, and disaster recovery protection.

"The WorldView system takes a lot less time than our in-house system did. Users are able to pull up a customer invoice, click on something within that invoice, and everything else related to it comes up," said Wilson. "WorldView's ECM solution is much more flexible than what we had, because it is integrated with our DMS+ database, allowing us to index and retrieve anything."

Summary

Texas Plywood currently has more than a 614,000 COLD and Imaged documents stored within their WorldView secure repository. Over the past two years, the company has created approximately 32,000 new COLD and Imaged documents per month. WorldView's Document Management Solution has enabled Texas Plywood to concentrate on its core business of making doors and trim, rather than on its document management. WorldView's hosted ECM solution has allowed Texas Plywood to be the only millwork company in Central Texas to offer a standard three-day lead time on all house packages and exterior doors, much to the dismay of competitors.

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Eddie Wilson
Texas Plywood

