DMSi

HARPER CHAMBERS LUMBER COMPANY

COMPANY
Harper Chambers Lumber Company, Inc.

LOCATION
Tuscaloosa, AL

WEBSITE
www.hclumber.com

SALES PROFILE
16 Users, 1 Location, SaaS Hosted

SYSTEM
Agility

IMPLEMENTED
December 05, 2005

INDUSTRIES
Pro Dealer

INFORMATION
Harper Chambers Lumber Company, a family owned company in Tuscaloosa, AL opened in 1967. Harper Chambers has consistently delivered integrity and an unwavering commitment to single family residential, multi-family residential and light commercial contractors.

The Challenge

Harper Chambers Lumber Company began the process of replacing their Activant CSD system, but remained skeptical of other systems. Their current system suffered from accounting data inaccuracy and overall reliability. "On our old CSD system, I ran a ton of things outside of the system to make sure that my numbers were correct because I didn't trust their reports," says Steve Chamber, President of Harper Chambers. Chambers skepticism continued until he started investigating DMSi's Agility Software. "I was doing a lot of due diligence when looking into DMSi," Chambers said. "It became my mission to find someone who didn't like DMSi and I still can't find them."

The Solution

In 2005, Harper Chambers Lumber Company implemented Agility for a multitude of reasons, the primary being they needed to have a secure and reliable business accounting system that allows them to offer customers unparalleled customer service. "When we first got on Agility, I thought the system was wrong," Chambers described. "Now I'm like, 'what did I do wrong?' because I know the system is right. It is always right." In addition to confidence, Harper Chambers now has speed on their side. **"I can instantly put my fingers on the numbers that are critical to run my business, so I can react if the numbers aren't going the way that I want,"** Chambers said.

Their inventory problems were now a thing of the past. Agility's functionality has changed Harper Chambers' business processes because it allows them to have an accurate inventory. "It used to be that we took inventory once a year, but I came to the realization that we were trying to get this thing right one time a year," Chambers described. **"I would rather have an inventory number that is 95 percent right everyday than 100 percent one time a year. So, we began a cycle counting procedure and now with Agility, we cycle count every day. It is just standard with our business."**

Harper Chambers runs Agility in a secure hosted format, or Software as a Service (SaaS). This allows the company to eliminate servers and access the software with a simple Internet connection. Not only does Agility in the Cloud offer reduced IT costs but it also has inherent disaster recovery. "Running Agility in the hosted environment is the best money I've spent," Chambers said. **"I don't have to worry. If our building burns down, I'll just take my laptop, go somewhere else, get on Agility and I am back up and running."**

In the five years since Agility was implemented, Harper Chambers Lumber Company has revolutionized their business practices to make better decisions and offer their customers more accurate information. "Thank goodness we implemented Agility when we did because now that things have turned down in the market, it has made it much easier to manage our business. "

"When we first got on Agility, I thought the system was wrong. Now I'm like, 'what did I do wrong?' because I know the system is right. It is always right." -Steve Chambers, President, Harper Chambers Lumber Company