

# US LBM HOLDINGS GOES LIVE WITH **ACTIVANT CATALYST** IN 15 LOCATIONS



## PROFILE

**Headquarters:** Green Bay, WI

**Sales Breakdown:** Over 85% pro-builder

**Number of Employees:**  
Approximately 830

**Locations:** 15

**Founded:** 2009

**“We have put a lot of faith in the Activant Catalyst solution, and in the Activant team. Activant has been a wonderful partner through every phase of our implementation. You can trust Activant to fulfill what they say they will do.”**

BRIAN HEIN

VICE PRESIDENT OF FINANCE  
US LBM HOLDINGS

## EXECUTIVE SUMMARY

US LBM, a newly formed corporation, had less than 90 days to select a business management solution and have it operational in 15 locations in three states. In 90 days from start-to-finish, Activant was able to successfully install the Activant Catalyst™ software, convert key business data and train hundreds of employees in all 15 US LBM locations.

### New Business Needs New Solution

On October 31, 2009, US LBM completed the purchase of all 15 Stock Building Supply locations in Wisconsin, Connecticut and New York. Hardware and software were not included as part of the agreement, and the US LBM management team had a 90-day window to replace the Stock Building Supply ERP system. “We needed to move fast to replace the Stock Building Supply custom business management solution. We looked at all the leading LBM solutions and found that Activant Catalyst was the only complete solution that met all of our needs,” describes Brian Hein, vice president of finance, US LBM Holdings. “We needed a solution designed for LBM businesses with Millwork and Installed Sales functions. And, we needed to do business with a company that could get us live in less than 90 days, which is no easy feat. We trusted Activant to deliver, and they did.”

### Activant Implementation Team Keeps the Project on Track

With the clock ticking, the Activant implementation team played to one of its many strengths—project manage to deliver results. “The project management team was particularly impressive. They mapped out a timeline and action plan with daily and weekly steps and managed the implementation process to ensure that all the steps occurred according to schedule. We had regular update phone calls and they also orchestrated all of the Activant employees to deliver their parts of the project,” explains Brian. “Activant knows how to do implementations, and they managed our go-live flawlessly.”

### Data Conversion Provides Seamless Transition

Ensuring that key data is converted is critical to any system transition. “The Activant team was able to use data we extracted from our old system and convert it. We brought over inventory files, customer files, open invoices, sales history, and really everything we needed to operate effectively. Coming from a custom system, we had a few challenges, but the Activant team quickly fixed any glitch we found,” describes Brian. “As a person with an accounting background, I’m naturally interested in figures working out, and they did.”

## Training Hundreds of Users

How do you train employees in 15 locations, scattered in three states, in a very tight timeframe? According to US LBM, you call in the Activant experts and let them lead the way. Shortly after the decision to purchase Activant Catalyst was made, US LBM had training machines set up in every location for users to learn on and had assigned key employees to be “champions” in a particular market, or application area. “Given our 90-day window, we needed a vendor that had flexible training options and could have ‘boots on the ground’ in 15 locations. Activant was the clear choice, and delivered against both requirements,” asserts Brian. “We didn’t have time or budget for extensive face-to-face training, so we relied on Activant’s robust Web training.”

The learning curve was also shortened by the Activant Catalyst software’s easy-to-use interface based on Microsoft® .Net framework. “Our previous system required days and days of training. The same personnel are up and running in only an hour or two on the Activant Catalyst system,” added Brian.

At go-live on February 1, 2010 there was an Activant trainer at every location to ensure all went smoothly on the first day. For the next several days, there was a trainer at each hub location, who also returned to the hub locations for a couple of days the following week. “The entire training process was smooth. In fact, our Activant team said we were as well-trained and ready for go-live as other customers that had longer implementation windows,” continues Brian.

## Activant Partnership

Now that US LBM is running on Catalyst, the management team looks forward to deploying other modules that will deliver productivity gains. “Our goal was to be able to conduct business and invoice transactions at go-live. Now that we’ve achieved that, we can expand our use of the Activant Catalyst system. Today we are only using basic Document Management capabilities to prepare invoices and statements. We will further reduce our dependence on paper when we expand to scanning and electronically storing other critical documents,” explains Brian. “We also look forward to using the Activant Dispatch and Delivery system, and to further automating our reporting.”

“The Activant Catalyst software is the technology infrastructure for the majority of our business. We have put a lot of faith in the Activant Catalyst solution, and in the Activant team. Activant has been a wonderful partner through every phase of our implementation. You can trust Activant to fulfill what they say they will do. They support our business today, and their solutions and staff enable our aggressive growth goals,” concludes Brian.



**“Given our 90-day window, we needed a vendor that had flexible training options and could have ‘boots on the ground’ in 15 locations. Activant was the clear choice, and delivered against both requirements.”**

BRIAN HEIN

VICE PRESIDENT OF FINANCE

US LBM HOLDINGS

## ABOUT ACTIVANT

Activant, a leading technology provider of business management solutions serving small and medium-sized businesses, offers customers tailored proprietary software, professional services, content, supply chain connectivity and analytics. Activant’s systems are designed to help customers increase sales, boost productivity, operate more cost-efficiently, improve inventory turns and enhance trading partner relationships.

To learn more about this or other Activant products and services, please call 888.463.4700.



Activant Solutions Inc. • 7683 Southfront Road • Livermore, CA 94551  
Phone: (888) 463-4700 • E-mail: [industry.marketing@activant.com](mailto:industry.marketing@activant.com) • [www.activant.com](http://www.activant.com)

© 2010 Activant Solutions Inc. All rights reserved. Activant, Activant Catalyst, Activant Dispatch and Delivery System and the Activant logo are trademarks or registered trademarks of Activant Solutions Inc. All other company or product names are trademarks or registered trademarks of their respective companies.

04SSUSLBM