

# VNS IMPROVED BUSINESS PROCESSES THAT INCREASE BUSINESS WITH LARGE BUILDERS



## PROFILE

Headquarters: Vidalia, Georgia

Annual Sales: \$162 million

Sales Breakdown: 90% contractors,  
10% retail

Number of Employees: 435

Locations: 15

Founded: 1947

**"We're looking forward to using Falcon's capabilities to fuel future growth, deliver continued operational efficiencies and help us continue to deliver superior customer satisfaction."**

BOB DIXON

CIO

VNS CORPORATION

ACTIVANT FALCON

## Executive Summary

VNS had outgrown the capabilities of its former Version 2 system. Since going live with Activant Falcon® in February 2006, VNS now relies on Activant Falcon to deliver operational efficiencies, continue to increase customer satisfaction and fuel future growth. In particular, VNS appreciates reduced inventory variances, improved special order and millwork order processing, reduced paper handling with Document Imaging and dramatically improved business visibility with Activant Performance Driver Suite.

## Complex Business Conglomerate Needs Robust Business Management System

VNS Corporation, headquartered in Vidalia, Georgia, is one of the fastest growing, pro oriented building material companies in the country. Providing contractors with quality materials for more than 45 years, VNS continually develops its capacity to serve professional building contractors and is now a major force in the building products and construction industry. VNS is parent company to:

- Choo Choo Build-It Mart—eleven stores in South and Central Georgia
- Wholesale Building Products—sells a full line of building products to the multi-family industry in Georgia and neighboring states
- Bestline Sash & Door—one of the largest door manufacturers in the Southeast
- TrussMart Building Components, LLC—Manufacturer of custom engineered roof and floor truss products
- Installed Sales Division – providing installation services to professional contractors throughout the Southeast.

The VNS mission is simply to help its customers be successful. With a professional sales force, product specialists, millwork design centers, installed sales services and a high quality delivery system, the company is constantly developing better ways to provide total satisfaction for its customers. Its Activant Falcon system is essential in its ability to fulfill this mission.

## Smooth Transition from Version 2 to Falcon

VNS searched for a new computer system as it had outgrown the capabilities of its Version 2 system. Two critical requirements for a new system were identified. First, the system had to help VNS quickly and easily deliver cost information to its customers as they expect VNS to deliver both materials and timely, accurate data. Second, VNS's millwork business had grown, requiring improved tracking of millwork inventory from raw material to finished products so that accurate delivery schedules are communicated to customers.



**ACTIVANT®**

VNS quickly narrowed its selection to ECS Pro and Falcon. “We began looking at systems in February of 2005. At that time, we were considering ECS Pro, but with Activant’s purchase of ECS, Falcon emerged as the clear choice. We signed the contract in April of 2005 and began the conversion journey,” recalls Bob Dixon, CIO. “The conversion was very smooth. The planning and support of the Activant team was terrific. We went live in February 2006 and haven’t looked back. I feel like Activant is a partner in our business and cares about our success.”

### Improving Business Processes

Along with the conversion to Falcon, VNS fine-tuned its operational processes to operate more efficiently. “We’ve changed processes everywhere including how we handle special orders, how we track millwork orders, how we create quotes or bids and convert them to orders, and how we research and communicate information to our customers. The results speak for themselves. We improved inventory management, particularly in the millwork area. We reduced our physical inventory variances from being too high to being on target. We have more information available to us and we’re using it to increase customer service,” asserts Bob.

### Document Imaging and iNet Improve the Back Office and Customer Service

VNS relies on Document Imaging to streamline back office activities. Instead of filing mountains of papers and manually preparing invoices and statements, it’s now all stored and prepared electronically. “It’s so much easier for us to answer questions. Instead of searching through paper files, we can simply pull up the information electronically. We recently started using iNet Pro and have about 30 customers that can now look up their own information without calling us. They can find invoices and statements whenever they want, which saves them time and saves us time. They seem to really like it,” explains Bob. “Over the past four years, our business has grown considerably and we’ve added very few people to the back office.”

### Dashboards Keep the Business on Track

VNS is very enthusiastic about Performance Driver Suite. These powerful, real-time dashboards give VNS managers summary overviews of sales, inventory, customer accounts and much more. “Performance Driver Suite presents our information in colorful charts and gauges—exactly as we want them to look. We can drill-down to individual transactions as needed. Performance Driver Suite helps us proactively make decisions, improve day-to-day operations, and keep us on track with longer-term budgets and plans,” describes Bob. “Purchasing uses it to review inventory levels and conduct product sales research. Managers use it to review sales by salesperson to see what they are selling to whom. The entire management team tracks sales and gross profit throughout the day.”

### A Solution for Today and Tomorrow

In addition to our custom homebuilders, we’re also focusing on large builders and need to meet their complex needs. We’re relying on Falcon to track our quotes, special orders and millwork so we can profitably sell to large builders. We’re very happy with our Falcon system and are looking forward to using its capabilities to fuel future growth, deliver continued operational efficiencies and help us continue to deliver superior customer satisfaction,” concludes Bob.



VNS is relying on Activant Falcon to track quotes, special orders and millwork so they can profitably sell to large builders.

### 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)

©2007 Activant Solutions Inc. All rights reserved. Activant, Activant Falcon, Activant iNet 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.

02SSVNS