



## Success Stories

### **The Client**

Buddco Distributing of Salt Lake, UT had a common problem...growth. Be it a good problem, the lack of automation with their delivery and service personnel was hampering its expansion plans.

Buddco Distributing is the Salt Lake leader in car wash supply and service. A family-owned business, Buddco runs deliveries on eight vans between Salt Lake City and Las Vegas. Buddco also has service technicians working regional accounts.

### **The Diagnosis**

Running on manual tickets and tedious data entry into Great Plains Dynamics V5.5, Buddco had great difficulty tracking anything. Most of Matt Ferre's (operation manager) time was spent fighting fires and tracking down mistakes. Controlling inventory was completely out of the question with the status quo.

Six months after his first contact with MCNI, Matt couldn't handle his situation a day longer and he signed up for Route Manager.

### **The Strategy**

Matt's first request to manage his operations from a tropical beach in the Caribbean was set aside...initially. Buddco had a lot of special requests and ideas for handling its operations better.

MCNI's development consultant met with Matt in Salt Lake to take a look at the operations and get a feel for what could be done. Buddco is a "power user" with Dynamics and wanted to use new features in Version 6, which was soon to be released.

MCNI got right on the task and delivered quickly. Integrating signature-capture for collections management and the ability to "beam" stock transfers between trucks were just a couple of the value-added features added for Buddco. Matt's generous in his comments about MCNI "They don't care if they have to work an hour or 100 hours. Their focus is apparent...it's making us happy."

### **The MCNI Solution**

When the software was phased in at Buddco, the drivers who were down the list for implementation were trying to make deals to get their hand-held right away. This type of enthusiasm was helpful during implementation.

The Route Management system, running on Pocket PC's is used as a complete information center for drivers. When a driver selects the next stop or cold-call on the list, he can get directions and any notes attached to the client. At the stop, an odometer reading is entered and the automatic timer is started to track the time spent at the

customer's location. Since Buddco's business is largely weather-related, the driver is asked to select what the weather is like as well.

At the end of the day, the driver need not even come back to the office. Using CompactFlash 56k modem cards, the drivers dial in from home and upload their tickets in just minutes. At the same time, adjusted inventory numbers and new assignments are transferred to the hand-held computer.

## **The Software**

The route software, written in VBCE, runs on a 133mhz Jornada PPC with 32 megs of memory and running Windows CE. Orders and invoices are synchronized along with inventory replenishment requests and transfers using Microsoft ActiveSync 3.1 and CompactFlash modems. The dial in computer runs ActiveSync and Microsoft's Dial-in Server software.

The Route Controller software runs on an E-Machine retrofitted with Windows 98 Second Edition connected to an NT network running SP5. All access to data is accomplished via tightly integrated functions developed at MCNI and requires no export/import procedures in and out of Dynamics.

## **The Setup**

The delivery vans run HP Jornada 547 Pocket PC's and print on Okidata Microline 320 printers connected via a serial port. Power is supplied with a \$40 130watt power inverter. At the home office, the controller runs on a 500mhz Celeron E-Machine and uses an internal 56k USR modem for synchronization with remote hand-held computers.