

## At a Glance

### Company

For over 200 years, the Strahan family have been supplying high quality timber to the Irish market. Strahan Distributors (T/A Strahan Timber & Builders Providers) operate out of 2 large premises in Dublin and predominately supply the schools & colleges nationwide with all their timber needs.

### Pain Points

Strahan Timber completely outgrew their TAS system. It didn't adequately cover stock control or manage hardwood & there was no POS module. It also wasn't providing him or his accountants with the information they required to run the business efficiently.

### Solution

Intact iQ has significantly improved Strahan Timber's order processing & stock management especially in managing hardwood. iQ also offers them a wider range of reports & room to expand with add-on's such as mobile hand-helds.



*"Dealing efficiently in hardwood is a key element for us. Before Intact, I wouldn't have been able to tell if we had 12ft of mahogany in stock, all I could tell you is that we had mahogany. Now I can tell you what lengths we have it in and what widths etc across both premises"*

**Michael Dowling, General Manager, Strahan Timber & Builders Providers**

## Company challenges

After using TAS for 10 years & finding they had out-grown it, Michael Dowling, General Manager of Strahan Timber & Builders Providers started researching alternative business solutions. For Michael, TAS's limited capabilities lacked a number of key elements. Their main requirement was a timber module to help them manage their hardwood products. Stocked in different lengths, widths & thicknesses, they never knew exactly what they had in stock. TAS also didn't offer any point of sale functionality or adequately manage their stock. Likewise, their accountants were unable to get the information & reports they required from it. Michael narrowed his search to Epicor & Intact. After speaking with a user of Intact who recommended it, Intact iQ was chosen because it satisfied all their needs, it was Irish based and competitively priced.

## Strahan Timber's Experience Now

For Strahan Timber, Intact iQ's fully integrated POS has greatly improved the company's order processing practices. From handwriting dockets to a system with search capabilities 10 times faster than what they had, staff can quickly & easily put orders up. Processing orders in less than a minute (previously taking anything up to 2 hours) is getting their trucks on the road quicker. With tighter stock control across their 2 premises, Michael knows exactly what is in stock from the different lengths & widths of hardwood to the smaller high-valued items. For Michael, one of the most effective processes now in place enables him to part deliver an order until supplied in full with one invoice printed on completion; listing all items in order of delivery. Both Michael & his accountants are getting the data they require from the system & intend to maximise scheduled reports & their on-screen KPI landing pages. Intact iQ's installation was successfully achieved within the timescales agreed from the outset.



## Key Benefits

Managing different lengths & widths of hardwood

Quicker POS with excellent search facilities

Tighter stock control across the business

*"The product search on the POS is 10 times faster than what we had. Everything about the POS is making it easier to get orders out quicker"* **Michael Dowling, Strahan Timber**