



## Peoples Supply Company

### *Relies on Scantron to Upgrade and Support New Environment*

A Washington, D.C. area building materials supplier needed to maintain its technology leadership by migrating to a modern, hosted ERP as well as current network and endpoint operating systems. They implemented ECI Spruce and relied on Scantron to design, implement, and support their new environment.

Peoples Supply Company is a Hyattsville, Maryland-based lumber, hardware and building supply company that has been supplying contractors in the greater Washington, D.C. metro area since 1932.

### **Challenge**

When Bill Wommack, general manager of Peoples Supply Company, joined the team, the mostly B2B building supply company was already steps ahead of its competitors in terms of the technology they used to serve their customers.

Over time, new technologies and industry-specific software emerged and evolved; many other regional building suppliers were replaced by big box chains. However, Peoples Supply successfully retained their contractor customers while stretching their tried-and-true software. “We ran that thing to death. For 24 years, in fact,” says Wommack. “The last ten years, we didn’t even have support, but we knew that system so well, we could make it do things that no one believed it could do.”

Eventually, Peoples Supply realized it was time to migrate to a new system. They selected and implemented Spruce, an ERP specifically for lumber and building materials, in March 2017. “We’re still in the infancy with this software, but we do know that nobody would go back at this point, because we realize the efficiencies. But it’s been massive change, a culture change for both us and our customers.”

### **Solution Snapshot**

**Plug-and-play Windows  
10 upgrade project**

**Migrated to hosted ECI Spruce ERP**

**New technology integrations  
and software updates**

**Network security and administration**

**Monitoring and firewall  
maintenance**

### **Implementation**

A two-and-a-half-decade technology leap is no easy feat. Rather than a traditional on-premise ERP setup, they opted for the hosted version of Spruce. However, Peoples Supply had to upgrade all of their wiring to support the new cloud model, but this would prevent historic maintenance exposures. “At one point in the past, we got into a situation where we were several versions behind on our software,”

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*Bill Wommack, General Manager, Peoples Supply Company*



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*Bill Wommack, General Manager, Peoples Supply Company*

says Wommack. “We pay more for the hosting, but at least we know that the updates are happening when they need to be happening.”

Scantron set up and maintains the firewall for Peoples Supply and oversees network security and administration. “Anything with the network, we call Scantron,” Wommack says. “Even if we’re talking about a service option that we may eventually choose not to go with, it’s always good to talk to Scantron first because I know they know what they’re doing.”

When the company upgraded to Windows 10, they purchased all their equipment from Scantron. In fact, Scantron recommended, furnished, configured, and installed the upgraded equipment on site. Wommack says he appreciated the way everything was pre-loaded for them. “Everything came to us, ready to plug and play.”

## ***Measuring Success and Ongoing Impact***

After such a large change, the learning curve has not always been easy. Wommack notes how resistance to change is giving way to some obvious advantages. “Sometimes, someone will say, ‘That’s not the way we used to do it,’ but it used to be when a customer needed a copy of a charge from last month, it could take all morning to find it and get it to them. Now, you can get it done in under three minutes. That has a big impact on our employees’ incentives and commissions.”

Wommack firmly believes that the new systems are also having a positive impact on the company’s bottom line. “We’re probably up nine or ten percent this year, compared to last year,” he says. “And, of course, there are myriad reasons for that, but I have to give credit for at least part of it to our new efficiencies and the support we’ve gotten in implementing them.”



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