



## At Bayer Built Woodworks, It Begins and Ends with Service.

Bayer Built Woodworks is a leading manufacturer and two-step distributor of millwork, selling exclusively to building product retailers. The company's products are available through a network of more than 850 dealers in Iowa, Minnesota, Nebraska, North Dakota, South Dakota, Wisconsin, Wyoming, and Montana that service the construction needs of new and remodeled single and multi-family homes and a variety of commercial structures.

Bayer Built was founded in 1982 when the Bayer family purchased a used door machine. From the facilities of Bayer Trucking, the family's trucking business, Bayer Built Woodworks began building pre-hung interior doors and mouldings. Over the years, by listening and reacting to the needs of its customers, the company has expanded its offering to include stair systems, exterior doors, architectural columns, deck railing, and storage solutions.

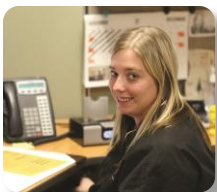
Today, Bayer Built Woodworks is one of the premier distributors in the markets they serve, employing over 400 team members at its 600,000 square feet of warehouse and state-of-the-art production and pre-finishing operation at the company's Belgrade, Minnesota facility.



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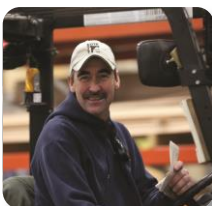
### Hundreds of Door Styles in Inventory and Thousands of Options

Bayer Built Woodworks offers literally hundreds of door styles and thousands of options for components like panel configurations, moulding, jambs and trim that can be placed around those door styles. If a particular product is not in inventory, the company can order it. "If you can draw it, we can have it made," Joe Bayer, President of Bayer Built Woodworks proudly claimed.



Bayer Built offers an exclusive line of exterior door pre-hung assemblies, called Acclimated Entry Systems. An Acclimated Entry System is made up of premium components designed and built to meet the extreme conditions of the unpredictable and often extreme Midwest climate.

Customers can select from a wide selection of wood, fiberglass or steel doors and surround it with Bayer Built's 'climate enhanced' components. This innovative approach enables the company to offer fast turnaround and prompt delivery of pre-hung, made-to-order entry units which allow easy installation for the builder or contractor.



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**Ponderosa**  
BUILDING MATERIALS SOFTWARE



"In Minnesota, the climate can be quite a bit harsher than most of the country, so the components around the door are extremely critical to a sound and weather-tight seal to the environment," Bayer said. "The Acclimated Entry System includes a door blank plus all of the components that go around it and allow it to open, close and seal properly. We offer quality and a solution rather than a piece of the product they're putting into the building. If someone is only looking for the low budget price product, they won't find it here."

The family's trucking business, Bayer Trucking enables Bayer Built Woodworks to provide the next-day service they are famous for. Both family-owned companies maintain the principle of "unbelievable customer service" upon which they were founded. Today, the company operates more than 50 trucks dedicated to serving the needs of lumber retailers in the eight states that Bayer Built services across the upper Midwest.

### **The Long History of Success with Ponderosa ERP Software**

In the early 2000's, Bayer Built Woodworks transitioned off of Ponderosa's legacy character-based software to the current Microsoft Windows-based version of the software.

Joe Bayer said, "Our old software from Computer Associates was chugging along just fine, but we knew that if we were to take advantage of the latest technology and Ponderosa's current capabilities that we'd need to, at some point, upgrade our software."

"We carefully evaluated other options but liked that with Ponderosa, orders are generated from the perspective of a millwork manufacturing operation, with sales orders feeding the production cycle. Some of the other packages we looked at seemed based more on retail Point of Sale, where the software treated millwork orders more like selling assembly items, or "kits". We made the decision to stick with Ponderosa and the great team that had treated us so well over the years."

### **Adding Value Through World-Class Turnaround on Every Order**

Bayer Built Woodworks considers prompt and courteous service to be just as important as the high standards of quality in its products. The company prides itself on listening to its lumber retail customers and reacting to their requests. "Service is truly what we consider to be our strongest value-add. It's perhaps the most crucial aspect of building and maintaining stronger relationships with each of our customers," Bayer said.

The company is proud of its responsiveness. "If a customer calls in an order by 2:00 pm and needs product on tomorrow's scheduled truck, they can rest assured that it will be on that truck. Going the extra mile like this for our customers has helped us develop professional relationships based on trust and has helped to really set us apart in this neck of the woods," Bayer said.

"We can't overstate the role that Ponderosa's production and inventory handling capabilities has played in enabling the customer-centric service philosophy that permeates everything we do as an organization."

*"The warehouse management solution is invaluable. It enables us to quickly determine the exact locations of product so there aren't any unnecessary delays in getting product where it needs to be. We are always confident that we know exactly what's on-hand and what needs to be ordered. Implementing the WMS is one of the best decisions we've ever made."*

## Streamlining Door Configuration, Pre-finishing and Assembly

The Ponderosa ERP software with its integrated Product Configurator (ProCon) system streamlines door, window and other millwork manufacturing in the most efficient way possible, eliminating errors and significantly reducing manufacturing time. The software provides real-time information on orders as they move throughout the assembly and pre-finishing process. Waste that is restocked or written off is automatically accounted for.

While the customer is on the phone, Ponderosa lets you price, cost and set-up each order. "The intuitive, table-based ProCon system allows us to build door units to-order on the fly, without BOMs. It's virtually impossible to make errors with incorrect sub-component selections because Ponderosa only displays logical components that are compatible with the specific door type or style," Bayer said. "This not only improves accuracy, but greatly enhances efficiency."

Ponderosa also eliminates re-keying and manual re-costing. If cost is not available when the price is entered, customer orders and receipts are automatically updated when the correct cost is added to the purchase order and the system alerts appropriate staff so it is invoiced at the proper margin. Information about the order is entered into the Order Entry system and then used to generate related documents such as production or work orders, purchase orders (if necessary) and delivery documents. Since there aren't multiple data entry points, no mistakes are made that cause costly returns and re-builds.

## Warehouse Management System Speeds Picking, Improves Accuracy

Bayer Built knows that efficient, accurate inventory management is a key element to offering the consummate service levels that they provide. When the company wanted to automate and improve inventory control and the efficiency of its picking activities, they worked with the team at Ponderosa to install a full-featured wireless Warehouse Management System (WMS). "Implementing the WMS is one of the best decisions, we've ever made," Zsuzsanna Bayer, IS Manager for the company, said.

The Ponderosa WMS uses hand-held, RF (radio frequency) mobile PCs with integrated barcode scanners to track inventory from the time materials arrive through processing and the shipping of finished goods. The system captures detailed barcoded product information at the receiving dock and then utilizes this data to help Bayer Built optimize all facets of its warehousing operations.

"The warehouse management solution is invaluable," Bayer added. "It enables us to quickly determine the exact locations of product so there aren't any unnecessary delays in getting product where it needs to be. We are always confident that we know exactly what's on-hand and what needs to be ordered."

"We also worked with Ponderosa's LBM Consultants to develop our Pull/Validate utility," Bayer continued. "This utility generates a Summary Pick List of components that need to be pulled for each job and pinpoints the exact location of the product within the warehouse. If there are 25 doors on the pick list, for example, the tool prompts us to pull everything needed to set the order up in one shot," Bayer said. "The accuracy of this aspect of our operation plays a central role in helping us to ultimately meet even the tightest customer delivery commitments."



When the item is pulled, users can either use a scanner to automatically update the inventory record, or use a tablet to simply enter the item and the quantity required for that particular order, to keep inventory accurate at all times. Ponderosa also has the ability to set automatic re-order points and generate alerts when target inventory levels are below thresholds.

## **Integrated Production Tools Move Orders Fast**

Bayer Built has also implemented a state-of-the-art RFID-based system to track jobs in and out of the pre-finishing facility. As doors are moved to and from the pre-finishing area, a reader scans an RFID tag on each door and records the information in the Ponderosa system to help Bayer optimize resources and monitor the status of every job. "We are all about getting product to our customer when they need it. The RFID technology is yet another way that we've been able to continually satisfy our customers, even those with the most demanding delivery requirements," Joe Bayer added.

During Order Entry, the software provides an accurate, real-time view of committed inventory. This eliminates back pedaling on original promises. The Order Status screen, which is updated as production is completed for each order, enables anyone who answers the phone to quickly give customers the current status of their order, further contributing to improved customer confidence and stronger loyalty in our business partnership.

## **Tracking Labor and Component Costs for True GM**

In addition to work center routing, Ponderosa tracks component usage, reducing the need to overstock components to cover production requirements. Zsuzsanna Bayer said, "Our purchasing team always has accurate usage information without waiting until an order is complete before recognizing the need to order material."

"While it's difficult to do a true calculation of the real cost benefits Ponderosa has provided us, there is absolutely no doubt that over the more than two decades that number is impressive!" she added.

### **About Ponderosa**

Ponderosa Enterprise Resource Planning (ERP) software is a fully integrated, Windows-based solution that automates product configuration, warehouse management, sales order processing, purchase order processing, point-of-sale, eCommerce, business intelligence (BI) and more. Developed in conjunction with an advisory group of millwork clients, and continually enhanced over more than a decade with state-of-the-art technology and industry best practices, Ponderosa consolidates critical information—from all areas of the business—to provide the industry's most comprehensive computer information solution.

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