



# WINDSOR PLYWOOD CASE STUDY

Windsor Plywood specializes in hard to source interior and exterior home finishing products. Locally owned and operated, they are proud members of the Whistler community.

## THE CHALLENGE

When Ken took over the Windsor Plywood franchise in 2019, the store was using outdated methods for payment and inventory tracking. There was no POS system, and payments were accepted via cheques, cash, and manually written credit card numbers. Inventory tracking was unreliable, necessitating a change for better cash and product flow management.

## SOLUTION

Ken was inspired to explore Windward Software after reading a glowing testimonial on our website. Despite Windsor Plywood's head office having its own system, it lacked robust inventory management features. Recognizing the need for a more comprehensive solution, Ken chose Windward Software for its advanced inventory management capabilities.

Today, Windsor Plywood efficiently utilizes Windward System Five for reporting, inventory, and POS. The store has become more organized and operationally efficient, with the reporting capabilities exceeding expectations. Now, the store is well-equipped to manage its inventory and sales processes, increasing profitability.

## THE RESULTS

### 1. Enhanced Inventory Management:

With Windward System Five, Windsor Plywood now has a reliable and efficient inventory management system. This has significantly reduced discrepancies and improved stock control, ensuring that the store always has the right products available.

### 2. Streamlined Payment Processes:

The implementation of a POS system has modernized the payment process, allowing for faster and more secure transactions. This has not only improved customer satisfaction but also reduced the time staff spend on manual payment processing.

### 3. Improved Operational Efficiency

The robust reporting capabilities of Windward System Five have provided valuable insights into sales and inventory trends. This has enabled better decision-making and strategic planning, leading to overall improved operational efficiency and profitability.

## AT A GLANCE

### CHALLENGES

- No POS system
- Lack of inventory tracking
- Reluctance to use multiple software programs

### SYSTEM FIVE BENEFITS

- Enhanced inventory management and stock control.
- Streamlined payment processes.
- Improved operational efficiency and profitability.

