

ProFile

A ProServe Customer Story

BIG L DISTRIBUTORS quickly rebounds from disaster with the help of ProServe.

Few companies would say coming back from the brink of disaster would be easy. Most would say it's impossible to bounce back entirely. BIG L Distributors faced this dilemma when fire tore through their twenty-one year old Buffalo facility. Late on the evening of February 27th, 1998, fire ravaged their Broadway Avenue store. BIG L, the leading area provider of Marvin windows, doors and building products, saw twenty years of vital information go up in smoke. **Yet, with a little help from their technology partner, ProServe, BIG L was up and running within 48 hours of the incident.** Even local news media covering the disaster commented on the quick attention of their computer consultants. "After our setback, the concern and dedication ProServe displayed were remarkable."

"ProServe's technician gave up his weekend entirely, stayed late Sunday to insure we were up and running by Monday. That level of support is unheard of in this day and age."

Bill Horbett, President & CEO

With a couple of folding tables, a few computers and a miraculously salvaged tape back-up, the system was resurrected from the ashes. BIG L was back in business at an interim site; now their permanent facility at 2727 William Street.

Water and smoke did not damage all files from the Unix network fileserver. The ProServe Network Technician was able to extract archived data and restore it into a makeshift system. Not only were they running live by end of business on Monday, they were also able to close out the month's end for February

BIG L and ProServe developed a long-standing business partner relationship since BIG L purchased FACTS distribution software in 1992. Marge Braun, Office Manager, cites FACTS for its ease-of-use and its flexibility. Its customer-service inquiries and extensive



Big L Distributors

order entry features allow BIG L to be responsive to our customers."

BIG L's growth continues. They have recently decided to move to the latest version of FACTS as well as to upgrade their hardware. Their decision to upgrade was based on a desire to maintain the excellence in both product and service that FACTS and ProServe can provide. BIG L chose FACTS over competing distribution management packages not only for the superior inventory management, accounting, sales order and replenishment features, but also for the outstanding service and the leading edge technology that ProServe delivers. BIG L's automation efficiency surpassed all expectations because of the support and training ProServe provided. BIG L looks forward to continued growth and success with ProServe as their technology partner.

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