

Luck Stone Corp.

Industry:

crushed and dimension stone
configure-to-order

About:

Luck Stone is the largest privately-owned and operated aggregates supplier in the United States. Headquartered in Richmond, Va., Luck Stone is the 12th largest producer of crushed stone in the nation. It operates 16 crushed stone plants in Virginia and North Carolina, 3 sand and gravel operations, 7 architectural stone centers, and 2 granite fabrication shops. Luck Stone also owns Lee Tennis/HAR-TRU®, the world's most popular type of clay tennis court and a leading supplier of court accessories. Luck Stone is committed to environmental stewardship and community involvement and has been recognized nationally for its conservation and community relations programs.

The situation:

The team at Luck Stone had a very aggressive goal in mind when it was searching for a new enterprise business system – to expand its position as the industry leader by improving operational efficiencies and customer service capabilities.

Luck Stone had been operating with a combination of a homegrown DOS-based system, spreadsheets and some very basic customer and estimation software. While operations were fairly efficient, they were expending a lot of effort creating, passing and tracking enterprise information in a transaction-intensive environment. Luck Stone also needed a solution for inventory, quote, order and production management along with basic CRM functionality.

The Luck Stone team also had mapped a corporate strategy around leveraging technological customer solutions such as its Web site, product configuration, portal solutions and RF information processing – and realized that a new ERP system was a necessary backbone for these solutions. In the end, the team hoped to simplify and integrate all of its processes around a new, comprehensive enterprise business system.

The solution:

Luck Stone chose Verticent. And they are now using ERP *Plus* modules including SFA *Plus*, Distribution *Plus*, Manufacturing *Plus*, *Intelligence* and eConfigurator to help streamline their enterprise-wide operations.

“Verticent’s software, in comparison to others we looked at, had a nice balance of the main modules we were looking to implement – SFA, distribution and manufacturing,” said Bob Barry, director of business development with Luck Stone. “While some others may have had a stronger single module, we selected Verticent because a number of requirements were met in all modules.”

Following system implementation, Luck Stone realized the following quantifiable results in 2002 over 2001:

- Sales grew by 7.6 percent while labor costs increased only one percent
- Through stronger inventory processes, Luck Stone was able to decrease average on-hand inventory by \$900,000

These results had a significant, positive effect on Luck Stone’s cash flow.

Additionally, after developing a significant number of Verticent *Intelligence* reports, they were able to implement a balanced scorecard. This concept allowed them to map their core strategy to 16 key measures throughout the enterprise, which they were able to monitor throughout the year.



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