



The System that Never Goes Down

Ganahl Lumber, headquartered in Anaheim, CA, uses Technical Resource Group (TRG), based in Santa Ana, CA for large information technology (IT) projects, such as business intelligence and disaster recovery. When Ganahl Lumber tasked TRG with the mission of finding a new POS System for their eight locations in 2003, they had two over-riding goals: find a system that can interface with their Pick (MultiValue)-based accounting application software, and find a solution where all the terminals will not be out of commission if their server or network went down.

TRG wrote up the system requirements and spent months researching solutions. TRG found that although many solutions claimed to be able to run stand-alone, when they were asked to prove it in the demonstration, most, if not all, of the other solutions did not deliver. Cypress Solutions, based in Irvine, CA set up an Infinity demonstration in a Corporate Server, Store Server, Point of Sale (POS) Terminal configuration. During the demonstration, the hub was unplugged and all the pieces worked as normal. By simply plugging the hub back in, the off-line transmissions were automatically transmitted from the POS to the store and corporate servers with no user intervention.

Shortly after that demonstration, Cypress installed a full test bed at Ganahl's Corporate Headquarters. With over 100,000 customers and inventory items, Ganahl and TRG wanted to make sure that the system was up to the task. This test bed has become a permanent fixture used for both training new cashiers and for testing new configurations prior to putting them into production. TRG project managed this important project for Ganahl and assisted in the installation at the various lumber yards.

With 56 Posiflex Touch Screen POS terminals in 8 locations, Ganahl Lumber processes over 1,000,000 transactions through Infinity annually. Ganahl uses the Infinity Head Office module to consolidate all of their transactions at headquarters and have a custom Infinity export program that automatically moves the transactions over to their accounting system hourly.

Since 2003, Infinity has consistently delivered for Ganahl. During the rare internet outages, network problems and server issues, Infinity has continued to run, completely eliminating down time at the registers.

Technical Resource Group (TRG)
A Pipeline Group Company
2850 Red Hill Ave Suite 110
Santa Ana, CA 92705
(949) 296-8380 Fax (949) 756-0029
www.picktrg.com
asktrg@picktrg.com