TECHNOLOGY USED BY THE WINDOW & DOOR INDUSTRY

Research Project

Soft Tech's recent research project focused on which software applications are most commonly used within the global fenestration industry and how businesses are integrating or considering integrating their software packages.

RESEARCH FINDINGS ON:

- **Sales and distribution software**
- **Inventory software**
- **Procurement software**
- **ERP software**
- **Maintenance management software**
- **Project Management & administration software**
- **Human Capital Management software**
- **Finance and Accounting software**
- **Integration**

The scope of the research covered a range of industry segments including Fabricators, Manufacturers, Distributors and 'other' across an international audience focusing on software packages for sales and distribution, inventory, procurement, ERP, maintenance, project management, HR and Accounting.

We also look at how businesses within the fenestration industry are currently integrating or considering integrating their various software packages. Integration is the process of connecting two separate software systems, so they can function as one. It allows for joint functionality and for information to be quickly transferred and shared. This often requires a custom built API to connect the backend of the two systems.

HIGHLIGHTS:

60% of respondents surveyed are still not using software for sales & distribution within their business today.

25% of respondents surveyed are using an ERP package today, with 5% considering using ERP software in the near future.

20% of respondents surveyed are using project management or administration software.

90% of respondents are using accounting software, with MYOB still being among the most popular.

30% of respondents surveyed are still not using software to manage their procurement process.

5% of respondents surveyed are using software to manage maintenance of customer projects.
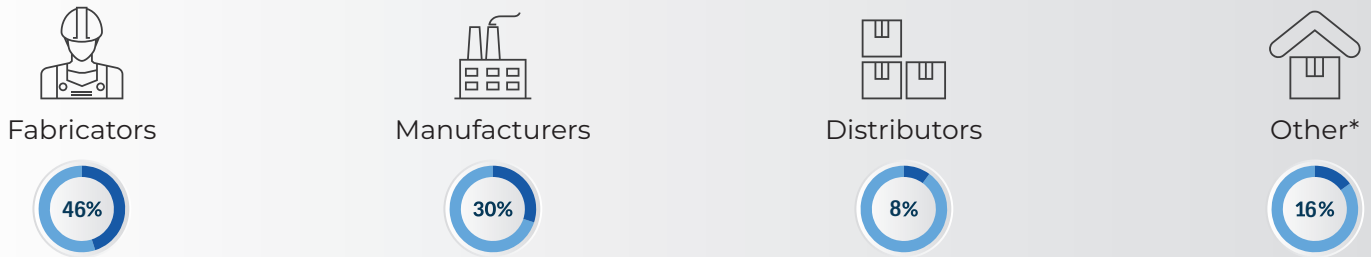
25% of respondents are using software to manage the HR functions within their business today.

70% of respondents have an interest in integrating their software to make their business run effectively and efficiently.
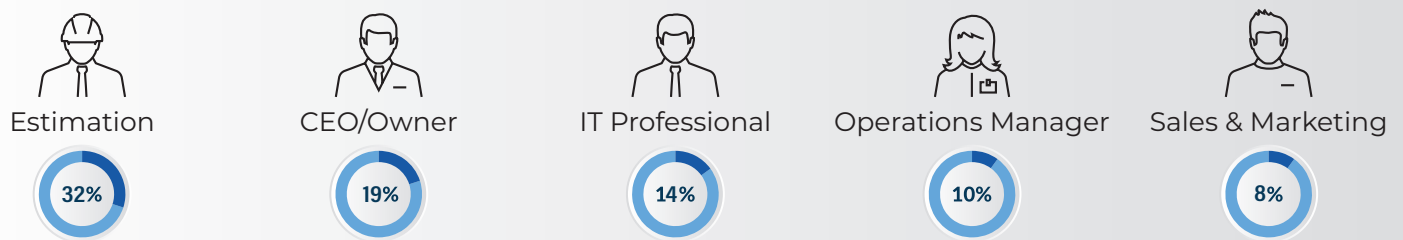
softtech

WHO PARTICIPATED IN THE RESEARCH?

A broad audience across a range of fenestration industry sub-segments and job positions participated in this research survey.

Participating sub-segments:

Fabricators	Manufacturers	Distributors	Other*
46%	30%	8%	16%

*Extruders, Prime Die Holders, Dealers, Installers, Component Suppliers and Resellers

Their role in those organizations:

Estimation	CEO/Owner	IT Professional	Operations Manager	Sales & Marketing
32%	19%	14%	10%	8%

RESEARCH FINDINGS
1. Sales and distribution software

What is sales and distribution software?
Sales and distribution software allows users to track, manage and report on a range of sales processes including invoicing, customer management, estimating/quoting and order management. Select applications also extend into the distribution side, allowing you to manage and track deliveries and installation.

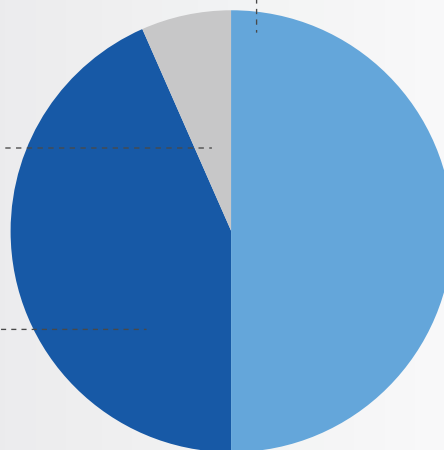**Do you use sales and distribution software?**

50% of respondents don't use sales and distribution software

10% of respondents are considering sales and distribution software

40% of respondents use sales and distribution software

Popular sales and distribution software used

Salesforce

Soft Tech V6

Fenevision

Microsoft Dynamics AX

MYOB

2. Inventory Software

What is inventory software?
Inventory software allows users to record, track and report on current stock (may be finished goods or raw materials).

Do you use inventory software?
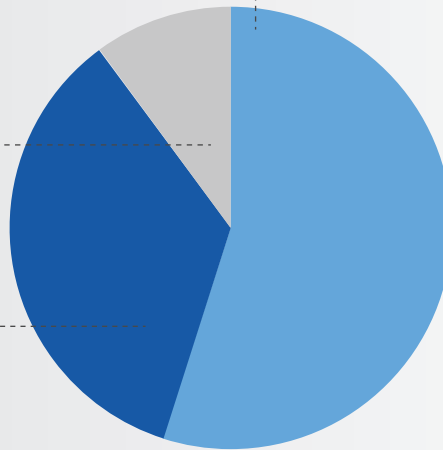
Popular inventory software used

55%
of respondents don't use inventory software

10%
of respondents are considering inventory software

35%
of respondents use inventory software

SAP

MYOB

Soft Tech V6

Microsoft Dynamics AX

SAGE

3. Procurement Software

What is procurement software?
Procurement software allows users to track, manage and report the ordering aspects of their business. This can include contract and vendor management, ordering status and even inventory management.

Do you use procurement software?
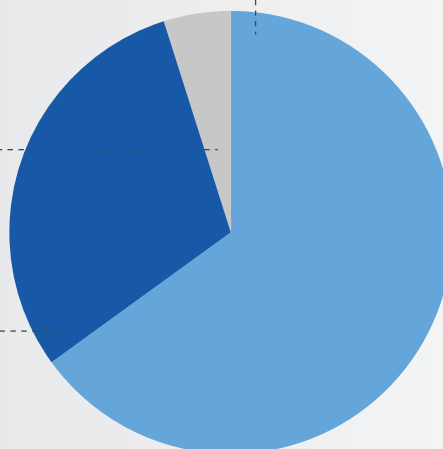
Popular procurement software used

65%
of respondents don't use procurement software

5%
of respondents are considering procurement software

30%
of respondents use procurement software

Transact

Syteline

ORACLE

Microsoft Dynamics AX

MYOB EXO

4. ERP Software

What is ERP software?
Enterprise resource planning (ERP) is business process management software that allows users to use a system of connected applications, to manage the business and automate many back office functions. Functions may include technology, services, order management, manufacturing and human resources.
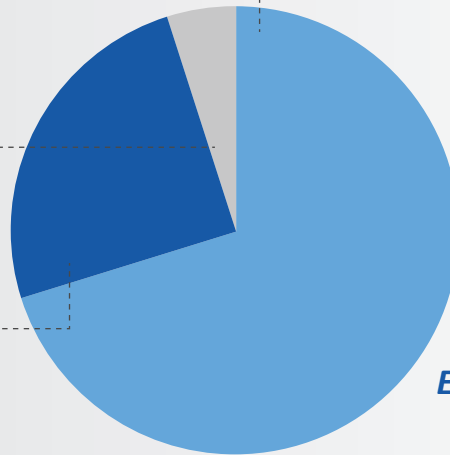
Do you use ERP software?

70% of respondents don't use ERP software

5% of respondents are considering ERP software

25% of respondents use ERP software

Popular ERP software used

Syspro

cERP

E2

VQuote (AWS)

Estimate Sell Produce (EPS)

5. Maintenance Management Software

What is maintenance management software?
Maintenance management software is commonly used to schedule, track and allocate maintenance contracts and ad-hoc maintenance jobs. E.g. ongoing window installation reviews and maintenance.

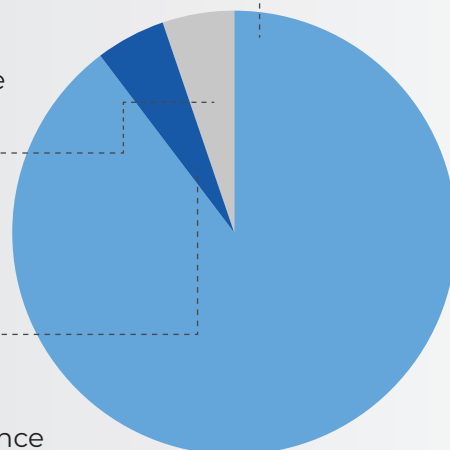**Do you use maintenance management software?**

90% of respondents don't use maintenance management software

5% of respondents are considering maintenance management software

5% of respondents use maintenance management software

Popular maintenance management software used

Maintenance Connection

simPRO

MYOB EXO

Ostendo

Database Medic

6. Project Management & Administrative Software

What is project management software?

Project management software is used to record, resource, schedule and track the status of active projects. It can be used to manage both internal company projects as well as customer projects. Applications range from simple task management tools through to complex enterprise project management software.

Do you use project management & admin software?

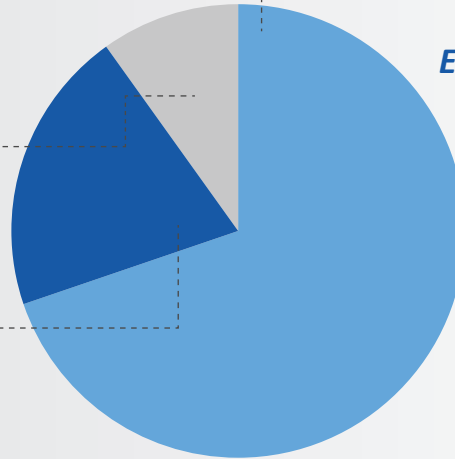**Popular project management & admin software used**

70%
of respondents don't use project management & admin software

10%
of respondents are considering project management software

20%
of respondents use project management & admin software

Estimate Sell Produce (ESP)

simPRO

Viewpoint

Dynamics AX

Asana

7. Human Capital Management Software

What is human capital management software?

Human Capital Management (or Human Resource Management) software can include the various management of payroll, staff registry, employment contracts, OH&S, performance management and other staff related responsibilities and functions.

Do you use human capital management software?

Popular human capital management software used
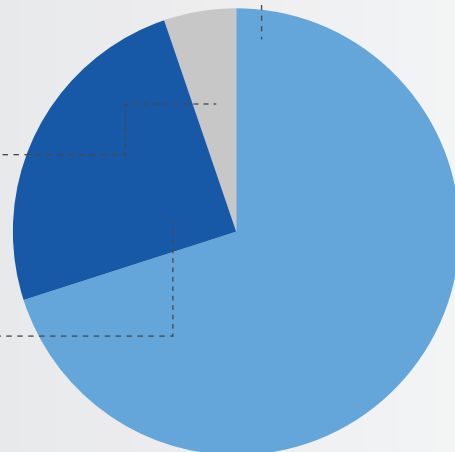
70%
of respondents don't use human capital management software

5%
of respondents are considering human capital management software

25%
of respondents use human capital management software

MYOB

Cascade

Sage

Ask the Bean Counters

ServiceM8

8. Finance and Accounting Software

What is finance and accounting software?
Finance and accounting software covers the management of customer invoicing, purchases, financial reporting, customer contacts and reporting.
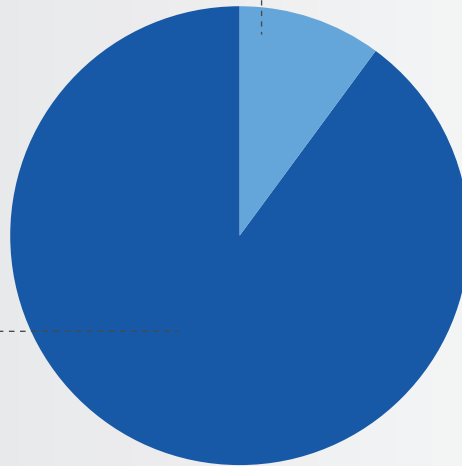
Do you use finance and accounting software?

Popular finance and accounting software used

10%
of respondents don't use finance and accounting software

90%
of respondents use project finance and accounting software

MYOB

Exonet

ORACLE

QuickBooks

Xero

INTEGRATION

Integration is a hot topic in the window and door industry, with 70% of respondents interested in integrating their software to make their business run effectively and efficiently.

The top three software that respondents said they wanted to integrate their Soft Tech V6 software with were:

softtech V6 Integration

1 Maintenance Management Software

2 Project Management and Administrative Software

3 Sales & Distribution Software

The other software types that followed closely behind were Procurement, Inventory and Manufacturing software.

CONCLUSION

In our analysis, these findings highlight that many businesses are yet to benefit from the incorporation of software within the businesses. While accounting software and sales software are more common, outside of the sales and finance departments, job specific software uptake remains relatively low within the fenestration industry.

Our findings suggest many businesses are only utilizing software to support limited functions of their business. However the research shows businesses are starting to understand the benefits of integrating their current software. **Read this article** to understand why it is important to invest in integration for future business success.

Thank you for reading the findings from our integration survey. We hope you have enjoyed reading it and that you have taken some great tips from it.

For further information on Soft Tech V6 Software for Design, Estimation and Manufacturing Solutions for Windows & Doors, visit our website at **www.softtech.com.**

softtech