

# CASE STUDY

## COMPANY PROFILE

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**Name:** Creative Woodcraft

**Location:** Vancouver Island, Canada

**Industry:** Kitchen Cabinet Manufacturing

**Customers:** Residential, custom high-end projects, spec homes and townhouses.

**Focus:** Cabinetry for residential homes and commercial millwork

## THEIR CHALLENGES

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Before implementing Cienapps, Creative Woodcraft relied on phone calls and spreadsheets to track purchases and manage job schedules, resulting in inefficient processes, frequent delays due to missing materials, and limited visibility into job costs and timelines. Payroll processing was also time-consuming, taking 4 to 5 hours per cycle.

***“Cienapps has transformed how we manage purchasing, job costing, inventory, and scheduling.***

*Helping us tighten processes, improve pricing accuracy, and be more reliable to our customers. ”*

Will Duggan, President, Creative Woodcraft

# THE SOLUTION

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Creative Woodcraft adopted Cienapps over 10 years ago to address these issues by:

- **Centralizing purchase tracking and inventory management** to ensure materials were available before starting jobs.
- **Utilizing real-time job costing and scheduling tools** like the visual processor to improve accuracy and customer reliability.
- **Implementing a digital punch clock system** to streamline payroll processing.
- **Collaborating closely with Cienapps for custom software developments** that adapted to evolving business needs.

# THE RESULTS

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Purchasing processes became tighter, virtually eliminating delays from missing materials.



Real-time job costing improved pricing accuracy, helping maintain competitive and profitable bids.



Scheduling visibility enhanced reliability, enabling the company to provide precise delivery timelines to customers.



Inventory management improvements allowed faster responses to job site issues, enhancing customer service.



Payroll processing time was reduced from 4-5 hours to approximately 1.5 hours.



Strong partnership with Cienapps ensured ongoing software enhancements and responsive support.