

IMPLEMENTING COMPLEX ORDER PROCESSES AT  
PACIFIC COAST SUPPLY WITH DATASTREAM OMS+

**DATASTREAM**



SAP Endorsed App  
Premium Certified



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## OVERVIEW

- Building supply distributor on the West Coast, USA
- Enables delivery to job sites:
  - Lumber cut to specifications, no saws on site
  - Gypsum board loaded with booms into buildings, reduces on site movement
  - Composite shingles loaded on roofs, no carrying by roofers
- Over 500 employees
- Operate in 16 states with 50 stores across the Western USA
- Sells over 6,000 different products at each store

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## PACIFIC COAST SUPPLY CHALLENGES

- Running SAP **since 2001** with little process change
- Built SAP GUI tools to help streamline counter operations
- Original GUI hard to use and took **4-6 months** to train employees to use it
  - Competition was able to open stores faster than PCS
- Needed to modernize their sales systems and upgrade to S4/HANA

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## PACIFIC COAST SUPPLY GOALS

- Reduce new sales employee training time
- Faster store openings = increased “time to money”
- Faster access to products/materials
  - Free up counter sales to focus on the customer relationship
- Modernize and streamline store operations

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## OMS+

- Achieved a 45 store total migration to OMS+ in 18 months
- Reduced employee training time from 4 months to 4 days
- 30% improvement in inventory turns
- 1% improvement in overall gross margin
- Migrated PCS from ECC to S/4 with low defects in 2020



SCAN QR CODE TO WATCH  
PACIFIC COAST SUPPLY CUSTOMER STORY



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“I DON’T KNOW OF MANY COMPANIES THAT COULD GO FROM A RAW CONCEPT  
TO ACTUAL FULL IMPLEMENTATION IN 18 MONTHS. AND WE DID IT ACROSS 45  
STORES..DATASTREAM IS ONE OF MY TOP STRATEGIC PARTNERS...  
I VALUE THEM GREATLY.”

Martin Menard, CIO, Pacific Coast Supply