

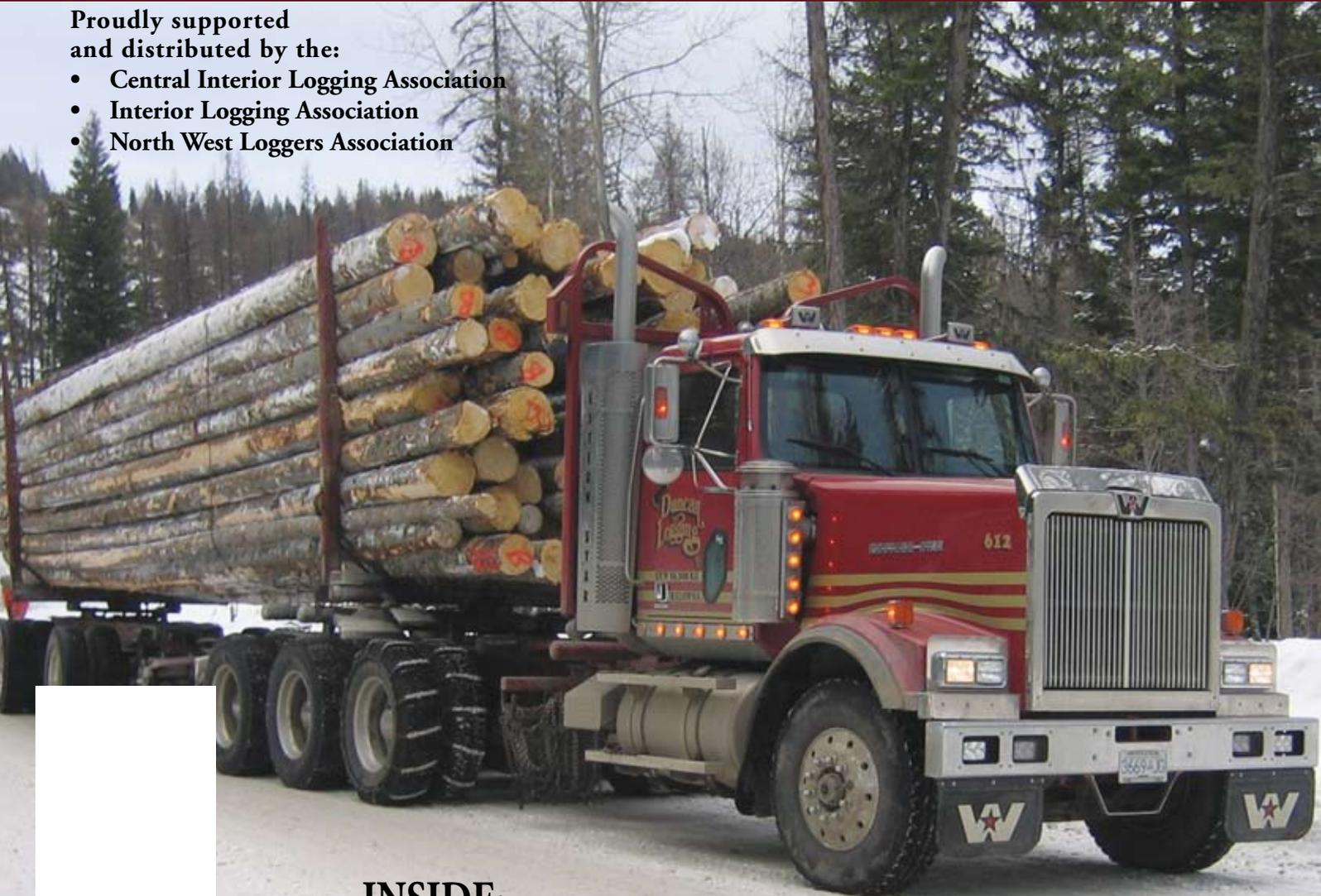
The Interior Logging Association's

Interior TRUCKER & LOGGER Magazine

WINTER 2006
COMPLIMENTARY

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EQUIPMENT PROFILE

Group By: Trucks

Navigation: Trucks (J432, L299, M099, M103, M104, M321, M443, M564)

Filter tickets by date and block

Pay Period: Dec 1

Date From: 12/1/2004

Date To: 12/15/2004

Block: ALL

	Ticket	Block	Date In	Date Out	Truck No	Gross	Tare	Net	Volume	Tru
1	2135279	BL 27723	12/6/2004 11:48:00 AM	12/6/2004 12:01:00 PM	J432	48120	16430	31690	39.61	SPLICE
2	2135303	BL 27723	12/6/2004 2:52:00 PM	12/6/2004 3:01:00 PM	J432	49850	16420	33430	41.79	SPLICE
3	2135320	BL 27723	12/6/2004 5:34:00 PM	12/6/2004 5:45:00 PM	J432	50780	16360	34420	43.02	LONG
4	2135340	BL 27723	12/7/2004 8:31:00 AM	12/7/2004 8:45:00 AM	J432	51490	16280	35210	44.01	LONG
5	2135369	BL 27723	12/7/2004 12:15:00 PM	12/7/2004 12:33:00 PM	J432	49160	16290	32870	41.09	LONG
6	2135393	BL 27723	12/7/2004 3:05:00 PM	12/7/2004 3:15:00 PM	J432	50440	16220	34220	42.78	SPLICE
7	2135406	BL 27723	12/7/2004 5:49:00 PM	12/7/2004 5:59:00 PM	J432	50220	16160	34060	42.58	LONG
8	2135447	BL 27723	12/8/2004 12:05:00 PM	12/8/2004 12:15:00 PM	J432	50220	16190	34030	42.54	SPLICE
9	2135461	BL 27723	12/8/2004 3:46:00 PM	12/8/2004 4:00:00 PM	J432	47720	16660	31060	38.83	LONG
10	2135556	BL 10212	12/10/2004 9:49:00 AM	12/10/2004 10:03:00 AM	J432	51280	16680	34600	44.29	LONG
11	2135578	BL 10212	12/10/2004 12:49:00 PM	12/10/2004 1:04:00 PM	J432	51050	16730	34320	43.93	LONG
12	2135607	BL 10212	12/10/2004 4:29:00 PM	12/10/2004 4:50:00 PM	J432	51160	16700	34460	44.11	LONG
13	2135623	BL 10212	12/13/2004 9:11:00 AM	12/13/2004 9:22:00 AM	J432	50970	16540	34430	44.07	LONG
14	2135641	BL 10212	12/13/2004 12:41:00 PM	12/13/2004 12:54:00 PM	J432	51290	16580	34710	44.43	LONG
15	2135672	BL 10212	12/13/2004 5:00:00 PM	12/13/2004 5:11:00 PM	J432	51240	16690	34550	44.22	LONG
16	2135741	BL 10212	12/15/2004 8:55:00 AM	12/15/2004 9:08:00 AM	J432	50780	16640	34140	43.70	LONG
17	2135760	BL 10212	12/15/2004 12:38:00 PM	12/15/2004 12:50:00 PM	J432	50930	16460	34470	44.12	LONG
18	2135790	BL 10212	12/15/2004 4:33:00 PM	12/15/2004 4:51:00 PM	J432	50490	16310	34180	43.75	LONG

Review & edit tickets directly in the grid. Click a column heading for quick sort. Double click on a given ticket to view it in full detail. Work with your mill to get your tickets electronically and import them into the system to avoid re-keying.

Search by: Ticket

Quick Ticket Look-up

Print Export Delete Copy Add Save OK

When Loggers Meet Computers

By Mary Tracey

Caribou Software is a Western Canadian company specializing in software for logging and log hauling contractors. Caribou has 70 customers located throughout North America, and their focus is on helping their customers to run a more efficient --- and ultimately more profitable --- business.

Caribou Software is located in Hinton, Alberta and was started in the summer of 2004 by Bob Lucke and Teresa Hannah. Bob and Teresa, who both have Ph.D.s in Economics, met nearly 20 years ago while working at a large accounting firm. While at this firm, they developed and supported tax software for multinational corporations.

Tired of the rat race of corporate life, they moved to Hinton in the winter of 2000, where they first had the opportunity to work on software focused on servicing the forestry industry. In the summer of 2004, they founded Caribou Software and took over the rights to a software product that was popular among logging contractors in Western Canada in

the 1990's known as the Log Harvester. The Log Harvester was originally built as a DOS-based program, but has been completely revised and rebuilt using Microsoft standard tools, and is now known as The Logger's Edge.

According to Teresa, there were a few

Caribou focuses on helping users to improve their overall efficiency and to become more accountable to their operations.

factors that drew them to develop software for the logging industry.

"The first is that large software companies like Microsoft do not provide specialized tools for the relatively small sector of the market we target: namely logging contractors, truckers, and small sawmills," Teresa explained. "Yet this

sector has a very real need for software tools to streamline the complex accounting and book-keeping surrounding the forest industry".

Teresa noted that the second factor that helped them with their decision to develop software for the logging industry was the caliber and nature of the people they had encountered within the industry.

"Logging contractors and truckers are some of the most hard-working, down-to-earth, honest people we've worked with, and it is really rewarding to work with people who are so incredibly dedicated to the success of their businesses," she said.

"The third factor that makes the business challenging and rewarding is the wide diversity of business practices in which our customers engage," she added. "This diversity never ceases to amaze us, and we enjoy the challenge of seeing how far our customers can stretch our software."

Half of Caribou Software's 70 customers are located in British Columbia. Since

EQUIPMENT PROFILE

the company's inception in August of 2004, they have more than doubled their customer base. Teresa said that one big achievement in their first year of business was getting a foothold in the US market, where they now have nearly 20 customers.

"Given the flexible nature of our software, we aim to have customers in Australia and New Zealand this time next year," she said.

"We currently have five employees to sell and support our products. While five may not sound like many in light of the customer base, we have found that our users become self-sufficient pretty quickly after receiving training on the system. We have also been expanding the training and documentation materials that we offer on our web site, which has helped leverage our people over a large number of customers."

Caribou focuses on helping users to improve their overall efficiency and to become more accountable to their operations. The software helps users achieve these objectives by:

- Reducing the amount of time spent on mundane tasks such as generating contractor and employee pay statements, preparing fuel rebate forms, and reconciling payment from the mills.
- Providing a tool that allows businesses to be proactive in managing their equipment costs and utilization. Loggers have millions of dollars invested in their heavy equipment, yet surprisingly few have the tracking tools they need to maintain the equipment effectively, to track the costs associated with that maintenance, and to identify utilization problems with specific pieces of machinery.
- Providing the business information necessary for effective rate discussions and negotiations. The software allows loggers to answer questions such as: how many cubic meters per hour have my bunchers harvested on this block? How long were my actual cycle times on this block as compared to the mill's targets? What were my costs per cubic meter in each phase of harvesting on this block?

"Many of our users have been quite surprised at the insights they gain from the reports they get from our system as compared to their old method of information tracking," Teresa said.

There is no question that Caribou



Software has grown significantly since inception and the future looks very promising. When asked what the keys to the company's success has been, Teresa said there are three key factors.

"First, we have a product that fills a real need in a niche market. There is a large, under-served demand amongst logging companies and small sawmills for a system to streamline complex business practices such as conversion calculations, overload tracking, and fuel rebate reporting that have historically been performed manually," she said.

"The increasingly intense competitive environment in the forestry industry has

driven many companies to seek tools to help reduce costs more than ever."

A second factor has been their use of the Internet.

"We have made aggressive use of the latest Internet technology to allow us to provide effective and efficient remote support to our users. We service customers from Ontario to Alabama to the northern reaches of British Columbia, and the vast majority of our training and support is delivered remotely at the click of a mouse through the Internet."

The third key is their employees. Teresa and Bob are proud of the team they have working with them. Cont'd on page 42



Cont'd from page 41

"We have a dedicated team of employees who understand that having a strong software product is only part of the equation to success in this business. The other part is providing reliable, friendly, and efficient training and support to ensure that our customers reap the value of their investment with us," she noted.

Many can relate to the experience of buying a software program that is billed as easy to use, only to find themselves in a quagmire of confusion. Teresa said Caribou Software does their best to make sure that doesn't happen.

"Software companies have a reputation for selling their product, and then leaving the user to figure things out on their own. At Caribou, we pride ourselves on developing strong relationships with each and every one of our customers, and we tailor our level of support to their needs," she said.

Sue Hagarty of Roga Contracting in Kamloops, can attest to this fact. Roga Contracting is a large outfit, with operations in both the Central Interior and the North. Until recently Roga Contracting also had operations on the Coast, meaning that their company is very diverse and faces different challenges and issues in different areas.

Sue said she has been using the software program from the beginning and has seen it evolve over the years. She credits Caribou Software for their exemplary service and their ability to provide excellent support.

"For us, and for many others that I have talked to, their service is definitely there," Sue noted. "If we ever have a problem or a question, they are available to answer us, anytime – they even pick up their messages in the evening."

Sue emphasized that Bob, Teresa and their staff understand the logging industry and this knowledge makes a difference.

"The biggest thing for us is that they will tailor the program to meet our needs," she said. Right now we are facing a lot of big issues, such as the bugs and the resulting light loads. They have helped us and our need to deal with that issue. As well, they understand the diversity within the industry – the Coast is different from the Interior, and the Interior is different from the North."

John Himech Logging has been using the software since 2004 and Janice Himech says the program has made a world of difference in the office. John Himech Logging is a family owned business and has been operating for 40 years in the Houston area. With 40 employees and



contractors, the office can be a busy place, and efficiency is of utmost importance.

"Prior to purchasing the software we had done everything manually," she noted. "Before buying the software we researched a number of companies and felt Caribou's software was the better way to go."

The decision has paid off. Janice said that the program has resulted in significant savings for the company – savings in time, efficiency and administrative duties.

"It has certainly strengthened the interface between finance and operations," she noted.

When John Himech Logging bought Caribou's program, a fuel rebate reporting system was set up. Janice was full of praise for this module of program, which automates the compilation of much of the paperwork and records required when filing for fuel tax rebates with the BC government.

"The fuel rebate reporting system is absolutely excellent," she said. "In fact, it is such a good system that the Victoria taxation branch actually complimented us on it!"

Janice said the Canfor is the company's major licensee and that Caribou Software also has functionality to feed electronic imports of load data directly from Canfor to their office.

"We can reconcile statements and it generates a very professional detailed pay statement that I can attach to my stubs," Janice said. "I know the truckers really appreciate this."

Janice said the support received from Caribou staff has been "stellar".

"They lead you through everything remotely," she said. They make it very easy for you to learn and if you do have any problems, they are always available to help."

Theresa Phillips of Pitka Logging in Vanderhoof has been using the software for the past three years. She said that the format is easy to use and she likes the advantage of having all of the company's information in one place.

"The main advantage of this software is that Caribou is willing to help you set up the program up so that it works efficiently for your company. They are constantly looking for ways to make it better for the people who use it," Theresa explained.

"If there was anything that I didn't know they were always there when I had questions. As far as product support goes, I have never enjoyed such great support. They even check in if they haven't heard from me in a while! Caribou is always there when I need a hand, either by phone, fax or internet.

I often work in the evenings which makes it difficult when I have problems. I had a problem which I needed help with, but was playing phone tag. One of the ladies, (Jennifer), knew that I often work late and went way out of her way to post an extensive "self help" instruction page to help me out. You don't often find support like that."

Though Caribou's initial focus is on serving logging contractors and small sawmills, they have plans to expand into other sectors as well. Their software has logical extensions to independent,

EQUIPMENT PROFILE

small businesses in sectors such as construction, road building, and oil well drilling, which use substantial heavy equipment in their operations.

In addition to the Loggers' Edge, which allows logging contractors to manage all phases of a logging operation from harvesting to mill delivery, Caribou Software has developed the Trucker's Edge, the Cutting Edge and The Mechanic's Edge.

The Trucker's Edge is a program that allows log hauling contractors to specifically manage a log hauling operation. The program handles all load slips and time slips, employee and subcontractor pay, truck costing as well as special rules such as those for fuel adjustments, overloads or payment for self loading trucks.

The Cutting Edge is designed for small sawmills and allows them to handle vendor settlements for their logging contractors. The program handles all load slips and contractor pay, as well as job production and costing. The software provides an extensive set of analytical reports as part of the standard program. The program also comes with an integrated weigh scale module that allows the company to enter loads directly

Time Detail [EDIT]

Date:	<input type="text" value="1/14/2006"/>	Revenue Contract:	<input type="text" value="RV: 51/899-38 - WF"/>
Employee:	<input type="text" value="RB"/>	Description:	<input type="text" value="Change oil; wash hose"/>
Equipment:	<input type="text" value="M2850"/>	Units:	<input type="text" value="1"/>
Truck:	<input type="text" value="NONE"/>	Production:	<input type="text" value="DLY-TRVL"/>
Activity:	<input type="text" value="LOAD"/>	Pay Activity Code:	<input type="text" value="TRVL"/>
Block:	<input type="text" value="51/899-38"/>	Date for Pay:	<input type="text" value="1/14/2006"/>
Hours:	<input type="text" value="7.00"/>	Order:	<input type="text" value="6"/>
Service:	<input type="text" value="0.50"/>	Reference #:	<input type="text" value=""/>
Non-Prod Hrs:	<input type="text" value="2.00"/>	Tree Count:	<input type="text" value="0"/>

Time Sheet Window

Employee: Beahm, Reed Date: 1/14/2006 Total Hours: 9.50 Pay Rate: \$24.50

into the system from the weigh scale.

The Mechanic's Edge enables mechanics to manage their repair shop. This program handles work orders, maintenance scheduling and employee time slips, as well as equipment operating costs. Management reports allow tracking of the work performed on each equipment unit and the full cost – labour, parts, fluids, of that work.

Theresa Phillips wholeheartedly recommends the Caribou software.

"I would highly recommend this program to contractors that are looking for a way to streamline all of their information in an easy to use format. Caribou Software continues to perfect an already great product and the support they give is second to none," she said. ■

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