

MILLER WALDROP

Business Background

In 1952 two very good friends worked together at the Sears Furniture department and had a dream of owning their own furniture store. They had a desire to bring top quality home furnishing to a small town in southeastern New Mexico. Dreaming wasn't enough for Alex Miller and Barney Waldrop. They left their jobs and opened a small 2000 sq ft showroom in Lovington, NM.

Once the second generation stepped up to join the team they quickly moved toward expansion. Miller Waldrop opened new stores in Hobbs, Roswell, and Odessa, NM. Fast forward 60 years to the third generation owners & operators, Kent & Beckey Waldrop who have been working in the business for over 30 years.

The passion for the business hasn't changed one bit since its inception. Miller Waldrop's culture is one of family and friendship. They strongly believe in nurturing fostering specific core values that center on an attitude of kindness, support, and encouragement. Each team member is nurtured so that they can achieve growth personally and in their jobs.

How PROFIT *systems* partners with Kent & Beckey

After looking at other software for the furniture industry Kent and Becky selected PROFIT *systems* in 2000. They liked the way PROFIT *systems* employees took a personal interest in their business. It was obvious, knowing how Miller Waldrop had become and remained a highly successful store. Roughly a month after purchase they were set up, trained and actively using PROFIT *systems* in their day to day operations. The process was smooth and easy to navigate as they were walked through every step to make sure they had the best chance to succeed, which

they did brilliantly, winning NHFA Retailer of the Year in 2009.

In 2002, the Waldrops joined PROFIT *groups* becoming members in the Visionaries group. PROFIT *groups* was founded in the mid 90's based on the 20Groups for the automobile industry. Non-competing like-minded retailers who want to focus on continuous success and improvement meet twice annually. During these meeting members will tackle topics like financial benchmarking, marketing, service, warehouse & delivery as well as share industry best practices. The idea behind the best practices is ten people walk into a room and each has one good idea which they share, when they leave each member now has ten good ideas for their business.

Kent and Beckey also take advantage of one-on-one work with PROFIT *consulting* many times and plan to continue using their services in the future. Consulting services are tailored around the unique needs of every client, and range from financial forecasting, strategic planning, CFO outsourcing, sales and sales management training and business development.

With the help of PROFIT *groups* and PROFIT *consulting* they have reached and maintained double digit profitability. This is primarily due to implementing better processes from the ideas and inspirations learned in groups and consulting.

PROFIT *systems* has been there every step of the way for Miller Waldrop Furniture. The support is second to none. If they had a question, whether big or something very small, the support and service teams were there for them. Kent and Beckey have found being a PROFIT *systems* client to be a very good experience. It has helped to shape and change their business for the better and made it a lot more fun.

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TO LEARN MORE:

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Miller Waldrop has experienced great success in the past and are on a path to an even brighter future. They are a perfect case of what focusing ON the business rather than working IN the business can achieve.

ABOUT HIGHJUMP

HighJump is a global provider of supply chain management software and trading partner network technology that streamlines the flow of inventory and information from supplier to store shelf. We support more than 15,000 customers in 77 countries, ranging from small businesses to global enterprises. Our functionally rich and highly adaptable solutions efficiently manage customers' warehousing, manufacturing, transportation, distribution, trading partner integration, delivery routes, eCommerce and retail stores. For more information, visit <http://www.highjump.com>.



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