



Coastal Millwork Supply Selects Ponderosa Software to ‘Do Everything’

Founded in 2005 and located in Wilmington, North Carolina, Coastal Millwork Supply Company is a full-service millwork shop serving builders throughout the southeastern and coastal regions of the state. The company offers a wide selection of interior doors—including the complete line of pre-hung Masonite and TruStile doors—as well as custom trim, moulding, stair treads, built-in cabinetry and other millwork products tailored to their customers’ requests. In addition, the company offers complete rebar fabrication and job-site erosion control services.

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President of Coastal Millwork

Improving Operating Efficiencies Across the Business

Jim Risley, president of Coastal Millwork said, "Very early on, when the market was stronger and we could barely keep up with orders, it became evident that we had outgrown our existing software and spreadsheets. After looking at several solutions for the business, we chose Ponderosa Software. All these years later, I'm glad we did."

Ponderosa enterprise resource planning (ERP) software is designed specifically for the lumber and building materials industry. Implemented in hundreds of one and two-steppers, lumber and contractor yards, retailers and wholesalers, millwork jobbers and product manufacturers throughout the U.S., the software includes a suite of integrated modules that improve efficiency, ensure accuracy and reduce costs.

"Ponderosa does everything for us," Risley said. "The level of inventory control is impressive. We always know exactly what's in the warehouse and what's available for sale, which allows us to offer excellent service to our customers. We can commit to delivery dates while reducing stock outages and back orders. That's big in our business!"

Coastal also uses Ponderosa's industry-best Product Configurator (ProCon). "ProCon is a fantastic tool that really simplifies production ordering. It's absolutely perfect for our door business, Risley added. "We can easily set-up, build out and cost our pre-hung Masonite doors, while allocating inventory, scheduling assembly time and tracking labor associated with the order. The system is outstanding, and we always have complete trust in the accuracy of each order."

It's the People That Make It Go

But it's not all about technology. "As the owner of two companies with over 60 employees, I understand the importance of having great people working with me—it's the people that work here make us who we are," Risley said. "I hope the experience that my customers have is equal to the experience I've had with the entire team at Ponderosa."

"They are truly some of the most professional, courteous, patient and responsive people I've ever had the pleasure to work with."

Transition to the Cloud Maximizes Uptime and Security

"Not too long ago, when things were lean, my focus was on keeping the business open," Risley said. "As things have improved, we've shifted our focus to making sure the business is secure and that our mission-critical apps are always available."

Earlier this year, Coastal moved the company's IT infrastructure, including the Ponderosa ERP server, out of their Wilmington facility and into Ponderosa's cloud-based data center. "The thought of our central servers being located in a warehouse full of wood, along with concerns about the reliability of our data backups and potentially lengthy recovery period if the server failed was distressing," Risley added. From my work in the telecom industry, I was comfortable with the concept of cloud computing and datacenter technology. I knew the datacenter wasn't going anywhere."

Not only was Coastal able to move its core technology off-site, the company also benefitted from a fixed monthly cost. "No question but that the attractive pricing structure was a part of the driving force behind our decision to move to the Ponderosa data center."

About the Cloud

Ponderosa Software offers an integrated, highly flexible approach to powering your applications, and can help alleviate security concerns for businesses that are wary of migrating important applications to the cloud, yet still desire the benefits of computing scalability, flexibility, cost efficiency and maximum up time.

Providing a computing platform and storage to run your business efficiently, our state-of-the-art infrastructure is built with the highest levels of redundancy for 24/7 application availability, and is backed by industry-leading service level agreements.

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