

Jefferson Door Company Selects Ponderosa ERP Millwork Software

Jefferson Door's Wood Door Maintenance Guide provides customers with convenient finishing and care tips to increase the life of their doors and keep them looking great!

Established in 1959, Jefferson Door Company, Inc. is a full-service millwork company serving the greater New Orleans area. The company operates a 76,000 square foot warehouse at its facility in Harvey, Louisiana, and supplies a full range of millwork products, including interior and exterior door units, windows, moldings, columns, cabinets, shutters, hardware and other custom products.

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Chris Van Dervort
CFO at Jefferson Door

Productivity & Profits Limited by Paper-based Processing

“Our search for the right software for our business actually began as

far back as 2005,” said Chris Van Dervort, CFO at Jefferson Door. “We had felt for a long time that we were being limited by our paper-based operations. Then Hurricane Katrina hit and, about three years later, the bottom more or less fell out of the market. Like a lot of businesses we had to reassess.”

Finally, as the local market began coming back, the time was right (again) for Jefferson to take the plunge. “Evaluating ERP software is not something we wanted to have to do every few years so we wanted to be sure we made the right decision,” Van Dervort said.

The company started the process by speaking with other companies, including several that were currently running the Ponderosa ERP software as well as others that had been using competitive products. “Some of the products were just not where we needed to be in terms of basic functionality and others were sleek looking but unnecessarily complicated,” Van Dervort added. “Ponderosa’s convenient and very straight-forward tools seemed geared to our business. The decision, for us, was an easy one.”

Automating Special Orders Processing

About 50% of Jefferson Door’s revenue is generated from special orders. Prior to implementing Ponderosa, the special order process was completely manual. Jefferson’s salesperson would hand write the sales order and physically hand it off to purchasing to order the products. If there were multiple special order items on a customer quote, a separate ticket for each SO item would be written. Once the PO came in, the receiving clerk would mark it ‘here’ and carry the paperwork to the salesperson who would, in turn, carry it to the product manager so he knew the item was in and could begin building it. “The process was not optimal,” Van Dervort said.

“Ponderosa’s convenient event-driven e-mail capability works great for us. Because this process was so people dependent, we’d have significant value of special orders sitting in the warehouse at any time. With Ponderosa, everyone knows immediately what needs to be ordered and when it needs to be built and delivered. This entire process has been completely automated.”

A Smooth Transition To Powerful, Millwork-specific Software

Jefferson Door went live with the Ponderosa Software in March 2013 and has not looked back. “Moving from a manual paper-based system we had limited customer and transactional historical data available and had to set up our customer, inventory and vendor files from scratch. Now, we have a wealth of easily searchable information available to everyone in the company – invoice history, items purchased, item usage, it’s all there,” Van Dervort said.

“The transition to Ponderosa was much smoother than I had anticipated,” Van Dervort said. “From the professional sales folks to the impressive group of consultants who were there with us during our successful go-live, everybody at Ponderosa worked with us to understand the nuances of what we do and why we do it. And there was absolutely no impact to our day-to-day activities during the switchover,” Van Dervort said.

Just three months after its launch of the Ponderosa software, Jefferson Door is excited by the possibilities. “We know we’re just beginning to learn the basics of the system and that we’ve only scratched the surface of all that the software will enable us to do,” Van Dervort said. “At the same time, it’s been truly amazing to see how eager our entire staff has been to dig into the software. We are excited with our decision to purchase the Ponderosa solution and we look forward to using it for a long time to come.”

Jim McCooey, president of Ponderosa Software said, “We are very pleased to welcome Jefferson Door to the growing community of lumber and building materials companies that have chosen Ponderosa Software to help them work more efficiently, drive cost out of their day-to-day business and improve customer service. Our ability to properly implement the technology, and our understanding that we’re ‘in this together’ and committed to positive process change and a long-standing partnership has been our forte for more than three decades.”