

# FurnitureToday

2018 Top

100

U.S. Furniture Stores

**THE STORIS EDITION**  
The Industry's Most Connected Technology Community



# MEET THE **STORIS** TOP 100 PARTNERS



## TOP 100'S THRIVE IN EVOLVING CONSUMER MARKETPLACE

There is no question retail has changed, however, many Top 100 retailers have met the challenge of the "retail apocalypse" head on. In fact, these retailers saw business expansion and revenue growth in 2017. STORIS' Top 100 retail partners continue to evolve by investing in new technologies and business practices that meet the ever-changing trends in consumer shopping behavior. Seamlessly integrating their digital and in-store experiences is a key strategy retailers are investing in.

STORIS' Top 100 retail partners embrace change and strive to deliver exceptional customer experiences. As a result, they have experienced growth and increased brand recognition. Expectations are high, and these retailers have made the strategic investments to meet their customers' needs and gain a competitive advantage in the industry today.

**Congratulations to **STORIS**' Top 100 Partners!**



## SUPPORTING TOP 100 RETAILER SUCCESS

STORIS offers more than just a technology solution. Our retail partners are continuously supported with professional services to ensure they are using tech to its fullest. Hear how these Top 100 retailers evaluated their current state and evolved in 2018.

★ Ranked #73  
Grew by 5%



**C. S. Wo & Sons**  
FURNISHING HOMES SINCE 1909

"By leveraging Replenish Inventory for Current Back Order Need to auto-generate purchase orders tied to a sales order, C.S. WO has saved a tremendous amount of time managing their inventory fulfillment. In addition, their sales team began utilizing STORIS' Mobile POS allowing them to provide better customer service and faster checkout times."

W.S. Badcock recently launched a custom eSTORIS website with integrated financing. STORIS' customer receivable inquiries and tools, such as dynamic escapes, have also benefited the W.S. Badcock team by significantly reducing the time it takes to service their customers.



★ Ranked #22  
Grew by 4%



**Badcock & more.**  
HOME FURNITURE

★ Ranked #50  
3 new stores



**the roomplace**

The sales representatives at The RoomPlace are able to provide their customers with accurate Available to Promise dates and avoid broken promises through tight scheduling securities in STORIS.

Combined, our TOP 100 clients have generated

**\$6.4B**

in Annual Revenue

**12 STORIS PARTNERS**



Ranked in the Top 50

**STORIS Welcomed**

**TWO**

**Top 100 Retailers to Our Community in 2018**

★ Matter Brothers

★ The Wellsville Group



# TWO

**STORIS** clients ranked  
on the Top 100 report  
for the 1st time

The **STORIS** Solution  
is Operating in Over

# 1800

Top 100 Furniture  
Store Locations

Top 100 Retailers  
have been

# SUCCESSFULLY

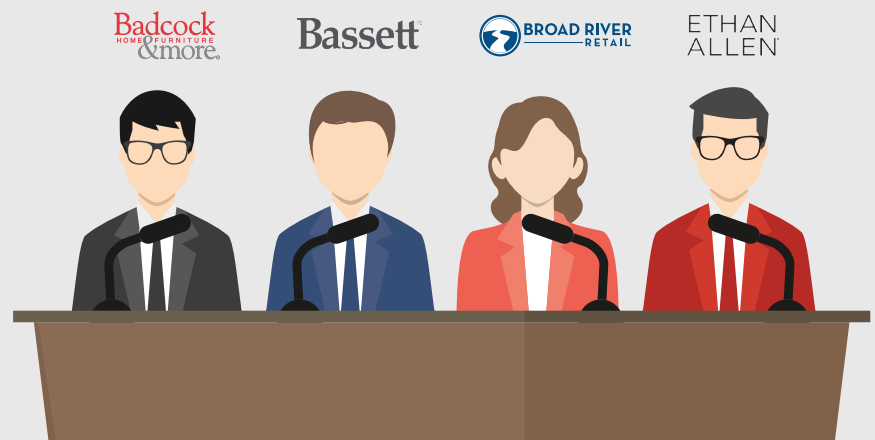
using **STORIS** Since

★ 1989 ★

## CLIENT CONFERENCE EMPOWERS TOP 100 RETAILERS FOR THE FUTURE

The most important aspect of STORIS' Client Conference is getting the STORIS community together to network and strategize. This past conference shattered attendance records by 40%, with participants from 22 different Top 100 Retailers. The conference theme **"Unified for Success"** highlighted emerging shifts in retail and the consumer purchasing journey.

The conference brought STORIS' retail community together through 25 seminars, general sessions, and engaging networking events. The Client Panel was a powerful opportunity where four Top 100 retailers spoke to their peers about industry trends, successful business practices, and meeting their customers' needs.



### ETHAN ALLEN

"Ethan Allen brought eight team members from various roles in the enterprise to the STORIS Client Conference. **This diverse group found great value in many of the offerings, particularly in the demonstration of the new BI platform.** Our team is extremely excited to see STORIS' latest technologies come to Ethan Allen."

- Mike Bacon, Director of Retail Systems

### Badcock & more. HOME FURNITURE

"The STORIS Client Conference was a tremendous opportunity for both long time users and new clients. Having a great blend of training in today's best practices in the system and the excitement of the possibilities for tomorrow has us improving today and planning for the future. **It allows us to learn, collaborate, and share with industry leaders as we press forward.**"

- Robert Ball, Director of Retail Sales and Business Development





## STREAMLINING PROCESSES FOR GROWTH

Furniture Factory Outlet (FFO) began processing with STORIS in 2012.

STORIS has provided FFO with many operational benefits to help streamline their processes across all their key departments. As a result, their team is able to save time and free up resources to accomplish tasks centered around business growth.

**"STORIS has been a great partner for us. I cannot imagine managing the growth FFO has experienced if we did not have STORIS as a software provider and technology partner."**

**- Tom Berta, IT Manager**

★ **Ranked No.66 on the 2018 Top 100 Report**

★ **Grew revenue by 20%**

**Scalability:** FFO has tripled in size since they went live on STORIS in 2012. Last year alone, they **experienced a 20% growth due to the acquisition of 13 Furniture Liquidator and 15 Mattress and More stores.** STORIS' advanced settings and companion modules have aided in FFO's growth and transition of new stores to STORIS.

**Inventory Accuracy:** The use of inventory replenishment tools based on stock levels and sales rate has helped FFO's buying process become more efficient and automated. In addition, these tools prevented excessive inventory situations as well as under-ordering of merchandise, ensuring FFO always makes the sale.

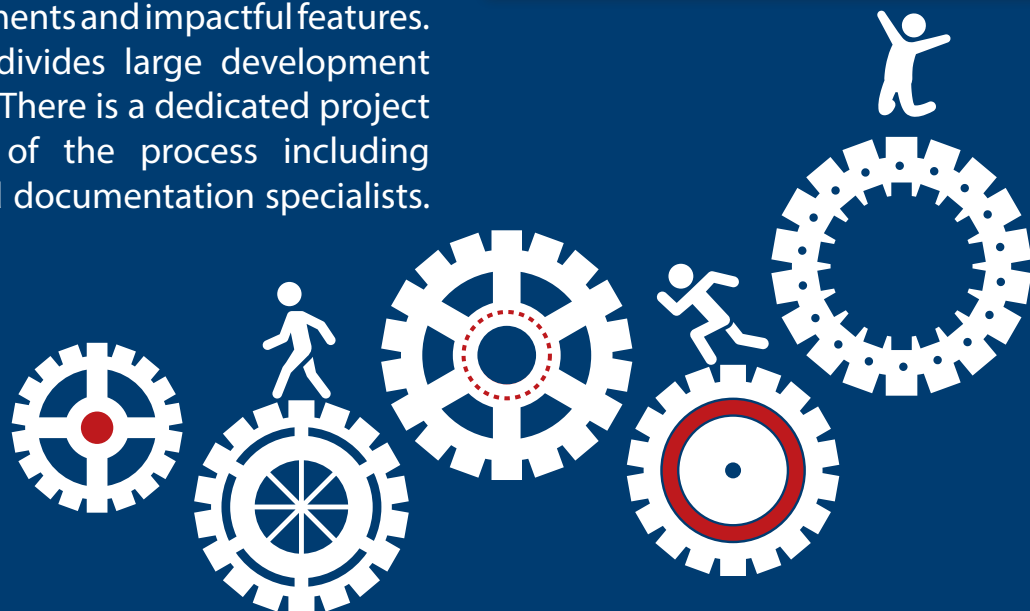
**Reporting:** The Data Warehouse product has provided FFO with robust reporting for all areas of their company. They can easily create and publish reports based on key performance indicators across their locations. This will become increasingly essential to them as they add 28 more locations and acquire 2 more companies this year.

STORIS utilizes an agile software development process, which contributes to the expedited release schedule STORIS is able to achieve. Approximately every six months, a new release is provided with significant enhancements and impactful features. The agile development process divides large development projects into smaller deliverables. There is a dedicated project team throughout the duration of the process including programmers, QA technicians, and documentation specialists.

## AGILE DEVELOPMENT

***"Using this method has accelerated our enhancement turn-around time, which is a huge win for STORIS retailers and gets the tech they need into their hands more efficiently."***

**- Melissa Ocampo, STORIS' Sr. Manager of Quality Assurance**





# HCH

HILL COUNTRY HOLDINGS, LLC



★ **Ranked No. 31 on the 2018 Top 100 Report**

★ **Grew revenue by 11.4%**

## A SOLUTION FOR ENTERPRISE EXCELLENCE

Hill Country Holdings (HCH) selected STORIS as their technology partner in 2012. Reporting is steady, operations are streamlined, and inventory is controlled since implementing STORIS. The ease of interaction is a large benefit because HCH trusts the STORIS team for guidance.

During an operational review, they analyzed better ways to use STORIS' Replenishment and Transferring Processes. The result was increased turns while maintaining a healthy cash flow. HCH also rolled out new Business Intelligence Tools to analyze their KPI's and grow sales, which was a key strategic change for their business.

**Security & Auditing Capabilities:** HCH is able to audit actions within the STORIS system, which makes all operations more secure. With security capabilities and reporting, managers are able to monitor discounting, commissions, product data, and customer information.

**Improved Customer Service:** The time spent at the Point of Sale has been reduced, helping free up valuable time. HCH has shaved approximately 15 minutes off the checkout time since processing with STORIS. The Finance Application Queue capability has also helped cut down time.

**Consumer Finance Interface:** The STORIS Finance Application Queue provides a robust platform to process multiple lenders. Integrating HCH's finance vendors significantly improved application entry and response times, which provides customers with the maximum purchase opportunity. Since the launch of the Finance Application Queue, customer satisfaction has risen significantly.

## DEVELOPMENT TEAM



STORIS' Research and Development team is devoted to researching, prototyping, and selecting new technologies that will help our clients find success in the home furnishings industry. The team establishes goals, determines best practices for production, and oversees development from start to finish.

Their goals include extending our STORIS platform to adapt through **evolutionary change** and develop a **responsive design** to modify application behavior.

The team also ensures STORIS is using best practices in our existing technology tools and framework. The future of STORIS is bright and keeping STORIS employees trained on our new development is key to our client's success.



# STORIS PARTNERS DIVING INTO UNIFIED COMMERCE

STORIS' Unified Commerce Solution provides Home Furnishings Retailers with the technology to capture today's shoppers. Hear what retailers like you have gained through STORIS' newest products.



"With STORIS' eCommerce platform, we have real-time inventory and order information on our website that integrates seamlessly to our store operations. Since going live on the new eSTORIS platform, we have continually increased online sales revenue by double digits."

**Jackie Brookshire, Vice President**



"STORIS is a technology partner that you can have open dialogue with about where the future of furniture retail is headed. This drives the direction of the industry's technology solutions. With integration we can meet the customer where they want to be. A retailer needs the right data in their hands. There is value in the data that both customers and non-converters are giving to you."

**Scott Downs, CIO**



**Wichita  
FURNITURE  
& MATTRESS**

**Furniture  
ON CONSIGNMENT  
FACTORY DIRECT CLOSEOUTS**

"STORIS provides the capabilities and partnership necessary for a growing furniture retailer to be successful. Our customers have responded very positively to our in-store Kiosk, which has allowed us to gain a competitive advantage and exceed customer expectations."

**Jay Storey, Owner**

**Jordan Storey, VP of Retail Operations**

**John V Schultz**  
**FURNITURE**  
*saving you more*

"STORIS is our trusted partner of two decades. STORIS' Business Intelligence solution delivers valuable analyses tailored to home furnishings retailers through an intuitive tool. The BI solution drives strategic decisions and is also flexible enough for us to customize the KPIs that are important to our operations."

**John Schultz, CEO & President**





# THE UNIFIED COMMERCE SOLUTION FOR HOME FURNISHINGS RETAILERS

STORIS is the leading provider of integrated retail software solutions for furniture and bedding retailers. We have been serving the home furnishings industry for 30 years. STORIS delivers a solution that enables retailers to implement a Unified Commerce Strategy. Unified Commerce is key to enhancing the customer experience, increasing revenue across channels, and gaining a competitive advantage in a dynamic retail marketplace.

STORIS' solutions are designed to add substantial efficiency across daily operational processes including Point of Sale, Inventory, Merchandising, Logistics, Customer Service, Accounting, Business Intelligence, Mobile, eCommerce, Kiosk, and more. To enhance our technology, we offer ongoing development, consulting, training, and support services.

As a company, we are committed to our continuous improvement of our product offering. STORIS sets the industry standard for annual Research & Development. We believe in innovation and consistently build new technologies into our product. We strive to deliver one new release about every six months. The result is a distinct competitive advantage for retailers in support of selling big ticket products and out-pacing the competition.

## READY TO JOIN THE INDUSTRY'S LEADING TOP 100 NETWORK?



**Contact Us to Learn More  
about the STORIS Solution**

★ 1.888.4.STORIS

★ [www.STORIS.com](http://www.STORIS.com)

★ [sales@STORIS.com](mailto:sales@STORIS.com)

