



Woodgrain Case Study

Protect Your Lumber

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Background

With twenty-two locations across the United States and another in Chile, Woodgrain is one of the largest millwork operations in the world. Known for its molding, the product line has expanded over the years.

It all began in 1954 in Utah, when sawmill equipment was used to settle a debt owed to Merrill "Bud" Dame. A long-haul truck driver, Bud taught himself how to use the sawmill and began producing lumber and molding during the week. Loading his truck, he delivered materials to new customers.

In their fifty-second year at headquarters in Fruitland, Idaho, Woodgrain has established itself as a significant global wood products manufacturer with a reputation for the highest quality wood doors, moldings, and windows. Don't be surprised when you see their company logo and display sets at major retailers such as Home Depot.

With second and third-generation Dame family members now making the executive decisions, Woodgrain continues to thrive. As a vertically integrated operation, they own their supply chain. That includes the forest from which lumber is processed as well as the facilities that manufacture molding and parts for doors and windows. This ensures quality control and also has a direct hand in delivery times. They are thereby independent of industry shifts and influences from outside environments.

Woodgrain uses wood from sustainable sources and managed forests. Sticklers regarding waste, over 99% of the wood fiber processed is used in some form.

The Problem

The short answer to Woodgrain's immediate problem could be summed up as COVID.

How can a foreign virus affect a giant US enterprise? Supply and demand are at odds when over-stressed supply chains snap and raw materials along with manufactured products cannot reach those in need fast enough. Even a vertically integrated operation like Woodgrain can't keep pace with a pandemic.

With a virus driving lumber and building materials to all-time highs in this country, incidents of theft have also increased. Woodgrain has experienced the stealing of molding parts, truckloads of materials valued at thousands of dollars, as well as break-ins of employee cars in the company parking lots.

WHY SCW?

Commercial Grade

SCW sells only commercial-grade equipment. That commitment to quality ran hand-in-hand with Woodgrain's business model. They pride themselves on having the equipment to ensure they set the industry standard as does SCW. Marshall Hawkes, VP of Distribution commented that "SCW was the least costly for what we were getting, best value for what we were comparing." Additionally, he cited the ease and support of implementing a fully networked, multi-site supported system they could easily manage locally and remotely.

Single Source Purchase

Streamlined buying from a single-source provider made purchasing simple. SCW staff specializes in security, specifically video surveillance. The immensity of Woodgrain's operation presented no difficulty for our expert security technicians. At no additional charge, they formulated comprehensive layouts and compiled product lists for all the equipment relevant to the project.

Scalability

The systems available from SCW are designed not only to meet the client's immediate needs but to also be easily duplicated as Amazon's business expands.

"Multi-site viewing was exceptionally easy and appreciated by management," he said.

Remote viewing has become a lot more important to them they originally considered. A Texas site was a facility they renovated and included an SCW security camera system. Remote viewing became critical when a national ice storm disaster hit. Our cameras allowed them to keep a close watch on the property.

Because of the facility's remote location, the SCW system serves a vital role. When an alarm is received for break-ins, the security cameras allow administrators to check video footage before sending someone in or calling the police department out for a false alarm.

Service after the sale

The right equipment combined with free, US-based, lifetime tech support, made SCW the obvious solution for their security needs.

Woodgrain expressed gratitude for the help with planning for expansion that SCW tech experts provided after the initial sale. As a company accustomed to growth, doing business in partnership with SCW makes perfect sense.

Our mission to "love the customer," is more than a line in our publications. It's a credo we put to work each day, one that's earned us over 4,000 Five-Star reviews and a 4.9 Birdeye score. Those ratings attest to the high standards of our customer service practices.

The Project

Woodgrain had nothing in the way of surveillance equipment. Their strong commitment to employee safety played a big part in their decision-making.

"Made sense to deploy cameras to counter theft that had happened before, liability workman's comp claims that were fraudulent...prove one false claim it pays for itself!"

Between aisles inside distribution centers, and in yard areas the cameras are used for tracking safety. Also, vehicles were causing damage to yards and parking lots

The Result

Since the implementation of SCW security cameras, there has been a noticeable reduction in product theft along with catching those attempting it. And the multi-site viewing has been valued by management.

At the headquarters site, in Fruitland, Mr. Hawkes can see the potential for adding Survail, SCW's new AI-Powered Analytics systems. Cameras could be used to conduct studies on production and how to increase and measure productivity.

It's reassuring for the many folks at Woodgrain to know that their major enterprise is partnered with a company that can meet their changing security needs.

SCW is ready to protect your business as well. Take a moment to find out why we are the future of surveillance.