



Quarry House Distributors

When Donna Frost purchased Quarry House Distributors, the paint wholesaler came equipped with a single computer running an outdated accounting and inventory management package. In 1999 Frost upgraded her old software to CounterPoint with the help of Any Business Systems, Inc., an Authorized Synchronics Dealer. Frost knew that the move to CounterPoint would paint herself—and her customers—out of a corner.

The Bow, New Hampshire-based distributor deals primarily with independent decorative painting shops and home studios. Quarry House sells supplies for tole painting and stenciling, including paints, brushes, stencils, and instructional books.

With thousands of SKUs from different manufacturers, Frost relies on CounterPoint to keep her inventory and pricing under control. “The date-sensitive sale pricing makes it a cinch to run promotions. And we can ship items that just came off the truck an hour ago—CounterPoint keeps our inventory information up-to-date.”

Most of Quarry House’s customers don’t use computerized point-of-sale systems and rely on Frost for historical sales information. CounterPoint’s LookUp functions make it possible for employees to take phone orders, even if the customer doesn’t know the item numbers. “Most of our customers would give us an A+ for service, but we couldn’t do it without CounterPoint.”

CounterPoint also allows Frost to show her customers which items are “hot” or “cold” during certain times of the year. “In the decorative painting business, there are a lot of products that might lie fallow until a fad starts,” Frost says. “Because the inventory view shows recent history plus the past two years of history broken out by month, I can easily see any changes in usage.”

Whether dealing with a customer’s order history or keeping her customers abreast of the latest paint trends, CounterPoint has simplified business for Frost.



“CounterPoint helps us keep our customers happy,” says Frost.

companyoverview

Quarry House Distributors
specialty: **paint and supplies**

location: **Bow, NH**

number of stores: **1**

years in business: **13**

years on CounterPoint: **5**

“What I’ve discovered is that CounterPoint is designed to cover all aspects of a business,” Frost says. “We’re small, but we’re able to compete with much larger distributors because we offer great customer service. We bend over backwards to keep our customers happy. CounterPoint helps us keep our customers happy.”

With CounterPoint on their side, Quarry House has a full palette of features to help their business grow.