

## Coeus Consulting Case Study:

### Miller Wholesale Lumber

# COEUS

Discover how Miller Wholesale Lumber improved its customer service readiness by leveraging Coeus Consulting's IT and cybersecurity managed services offering.

## Overview

Miller Wholesale Lumber's decision to modernize its Enterprise Management Platform was a monumental undertaking, crucial for centralizing and optimizing its core business functions. This extensive project, which included updating warehouse systems, accounting, billing, and CRM, demanded a partner that could ensure the security and reliability of this vital information.

This is where the value of the relationship with Coeus Consulting became clear. By leveraging Coeus Consulting's combined IT and cybersecurity managed services, the Miller team gained secure and consistent access to its new ERP system.

**Miller**  
**Wholesale**  
**Lumber Company**

## Background

Glenn and Danette Miller, with a combined 20 years of experience in the Los Angeles building materials industry, founded Miller Wholesale Lumber in 1993. Their extensive background, beginning with drywall and plastering, laid the foundation for the successful Phoenix-based company known for its integrity and customer service.



## Miller Wholesale Lumber Company Culture

Miller Wholesale Lumber is built on a few core principles:

### Family Values and Integrity: 1#

The company was founded by Glenn and Danette Miller and has remained a family-run business. This is a central part of their identity. The company's history page emphasizes values of honesty, integrity, and success.

### Customer and Community Focus: 2#

Miller Wholesale Lumber prioritizes its customers and aims to be a dependable partner. Their website states a commitment to serving customer needs with statewide delivery. The company is also a resolute supporter of the community, with the founders actively involved in organizations like Habitat for Humanity and Boy Scouts.

### People-First Mentality: 3#

Miller Wholesale Lumber is demonstrated through a company culture rooted in family values and a strong focus on its employees. While specific employee testimonials are not widely available in public forums, the company's messaging and public statements from its founders, Glenn and Danette Miller, provide insight into what this means.

The founders have publicly expressed that the company's success is directly tied to the "dedication of an exceptional team." This suggests that a "People-First Mentality" is not just a slogan, but a core belief that their employees are the most valuable asset.

# Challenges

Customer service and access to data are top priorities for every member of the Miller Wholesale lumber team. Sales teams, yard support, and business operations require continuous access to billing information, customer orders, and financial records, as any delay in accessing this information impacts their ability to service customers effectively.

Preventing cybersecurity attacks, including email phishing, ransomware, and denial of service (DoS) attacks, enables organizations to meet and exceed customer expectations.

 Data Protection

 Compliance Risk

 System Downtime

 Cyber Threats

## Coeus Consulting Solution

### Challenge 1:

Reducing email phishing and advanced attacks from scammers.

### Solution 1:

Since using Coeus Consulting's managed security operations, the Miller team's overall security has significantly improved. The team has seen a sharp decrease in email spam, phishing attempts, and attacks on our applications.

### Challenge 2:

Improving the team's overall efficiency and production with less downtime from IT-related events and cybersecurity challenges.

### Solution 2:

Having consistent and reliable IT services has significantly boosted employee productivity. The Miller team now benefits from streamlined hardware support, quick password resets, and reliable remote after-hours assistance, allowing them to focus on their work without interruption.

### Challenge 3:

Managing our IT operations costs even during a financial downturn.

### Solution 3:


Coeus Consulting provides Managed IT Services that shift the Miller team's business from a reactive to an initiative-taking model. Instead of dealing with expensive, unexpected downtime, the team pays a predictable monthly fee to prevent problems before they occur. This model is built to address common issues efficiently and affordably.

Consulting delivers exceptional service that not only resolves IT and cybersecurity issues but also does so at a predictable and manageable cost. This allows the Miller team to focus on growing your business while we manage technology.

## Why Coeus Consulting?



"We are impressed with the professionalism of the entire team. It feels like we are a top-tier client as our support tickets are answered quickly and resolved with prompt attention. We appreciate having such knowledgeable IT professionals when we need them."

Jill Smith  
Office and Operations Manager  
 Miller Wholesale Lumber

Ready to optimize your IT and boost ROI like Miller Wholesale Lumber?

Partner with Coeus Consulting for unparalleled system reliability, ironclad cybersecurity, and maximized efficiency

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