

Case Study

Uniform Headquarters

30 Years of Success—How Uniform Headquarters Grew Efficiently with The Uniform Solution



Overview

When Kimberly Davis acquired Uniform Headquarters in 1994, she had clear ambitions: streamline operations, boost efficiency, and expand her business sustainably. She sought a point-of-sale (POS) solution that could grow with her business, handle complex inventory demands, and deliver exceptional customer experiences.

For over 30 years, Uniform Headquarters has proudly served the Kentucky, Southern Illinois and Tennessee areas expanding to four thriving retail locations. The family-owned business maintains a steadfast commitment to enhancing customers' professional image while consistently delivering exceptional customer service. Familiar faces around UHQ include Brooke Seitzinger, daughter)and Landon and Hallie Davis (son and daughter in-law) who bring the technology push to UHQ and enhance customer visibility.

At a glance:

Solutions

The Uniform Solution Core Software
6 Additional Users
WebStore
UniformPay
Cloud Hosting

Number of Stores:

4

Location:

Kentucky
Southern Illinois
Tennessee

Their Story

Kimberly's early career in retail revealed the challenges associated with managing vast inventories, vendor relationships, and customer expectations. Recognizing the need for an advanced yet intuitive solution, she partnered with The Uniform Solution immediately after purchasing her store in 1994. This partnership marked the beginning of decades of consistent business growth. Today, Uniform Headquarters not only operates multiple retail locations but also manages a successful Mobile Scrub Truck, providing a flexible shopping experience directly to customers.

Most Impactful Features

Kimberly identified several critical features of The Uniform Solution that transformed her operational capabilities:

Preloaded Inventory of 500,000+ SKUs

The preloaded inventory database enabled UHQ to instantly select brands, maintain accurate inventory records, automate retail pricing formulas, and rapidly generate price tags. This immediate efficiency boost saved significant time and operational resources from the outset.

EDI Integration

Before Electronic Data Interchange (EDI), sending purchase orders to vendors took UHQ hours every week. Now, through The Uniform Solution's EDI functionality, she completes weekly vendor ordering in just 10 minutes. Automating these processes eliminated manual entry errors and streamlined operations dramatically.

Real-time Vendor Stock Visibility

Uniform Headquarters utilizes vStock daily, gaining instant visibility into vendor inventory while creating customer orders or managing internal stock levels. Real-time stock visibility has drastically reduced guesswork, ensured accurate ordering, and improved customer satisfaction by preventing delays.

Detailed Reporting Capabilities

Reports such as the Top 40 Report, Department Comparison, and Vendor Comparison Reports have provided essential insights into inventory management and sales trends. These reports allow the UHQ team to maintain accurate, responsive inventory levels and make informed, strategic decisions.

Transitioning to the Cloud

As Uniform Headquarters expanded, Kimberly transitioned the business operations to The Uniform Solution's cloud environment. This move enhanced operational agility and visibility by providing real-time access to sales data, inventory management, and customer information across all locations, including their Mobile Scrub Truck. The mobile business has grown substantially with the use of cloud functions. Not only is UHQ saving in paper expenses with signature capture but also time savings while the main store can process the mobile special orders in real time enhancing their customer service experience. Kimberly can now manage and oversee the entire business seamlessly—whether she's at one of her stores or on the road.

A Partnership Built to Last

After 30 years, Uniform Headquarters remains an advocate of The Uniform Solution, attributing much of their growth and operational success directly to the platform's extensive features and reliable support team.

"I could not efficiently run my store without The Uniform Solution! The support team understands our objectives and works quickly to take care of our needs."

