



BIG HAIRY DOG



800-377-7776

BigHairyDog.com

Hamley & Co.

Western Tack & Apparel
Single Store

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Hamley & Company has been in business for a century and a quarter. Since 1883 they have been delivering quality craftsmanship and a commitment to the working cowboy. But working cowboys aren't the only customers Hamley services. With a selection of exclusive, high-quality leather goods, metalwork, western wear, accessories and fine art, folks are drawn in from all over the country to enjoy the offering of this one-of-a-kind Western merchandising experience.

Quality is Hamley's commitment, and is proudly displayed in every product they sell. Saddles are made on site by some of the top craftsmen in the industry. Visitors can watch the building of tack found on the showroom floor, as well as unique custom saddles.

In addition to apparel and accessories, Hamley also has opened the Slick Fork Saloon, an old restored banquet room and concert hall which overlooks downtown Pendleton. Some of the greatest musicians western music has to offer, have entertained in the saloon. Hamley also has recently opened coffee house and a world-class steakhouse that features acclaimed chefs and an extensive list of international wines.

As one could imagine, the business has a deep history rooted in Wisconsin, South Dakota and



Idaho. Through the years, Hamley has endured a rough-and-tumble history that's been documented in magazines worldwide, including a devastating fire, multiple changes in ownership and even near demise. But present owners Parley Pearce and Blair Woodfield have breathed new life into the Northwest landmark, amplified its presence and appeal, and hired the best craftsmen in the West to carry on the legacy and prestige of Hamley traditions.

Jan McGregor has been with Hamley & Co. since the most recent reopening of the store in 2005. She is the Retail Pro Sysop and does a tremendous job of running the system at point-of-sale and managing the store's inventory. We recently spoke with Jan about Hamley's use of Retail Pro.

BHD: Why did you choose Retail Pro as your POS system?

Jan: The Hamley & Co. owners looked at many different POS systems. In the end, they went with Retail Pro because it was the best overall fit, and came highly recommended by other western retailers.

BHD: What do you find are the best features of Retail Pro?

Jan: Retail Pro is very user-friendly in every area. We also appreciate that tech support is only a phone call away.

BHD: How has Retail Pro improved your retail day-to-day operations?

Jan: We have complete tracking from the initial purchase order, to receiving product, to the sell of that product. The reporting system gives us all the information that we need to make business decisions and can be tailored to any retailer's size and needs.

BHD: Why did you choose Big Hairy Dog as your service provider?

Jan: Again, it was those same western retailers who recommended Retail Pro that also recommended Big Hairy Dog. Big Hairy Dog's reputation was one of excellent service and support, so the decision was an easy one.

BHD: How would you describe the service you have received from Big Hairy Dog?

Jan: The service is excellent. Our numero uno – best of all time – is Colt Riley. Colt's initial training was excellent and his follow-up is always superior. All the tech support has been incredible. If our system goes down, they respond immediately. If we have an issue, they return calls promptly.

I know of other business owners that have bragged to me that they have the "best of the best" POS system and we should change to their system. Two months later these same businesses are calling their POS systems the "worst of the worst" because they received poor initial training and have little-to-no technical support!

