

>> Boden benefits from customised interface

Already an established player in the fashion/clothing mail order market, Boden decided to open a new store in West London and, as a result, required a multi till/multi site Epos system they could integrate with their existing in-house systems.

A core part of this project involved ART developing an XML.NET based interface, capable of moving sales, product and customer data between our system and their in-house system, and between Head Office and shop sites, hour by hour, throughout the day.

The new system was installed at the new store as a joint enterprise between ART and Boden's IT department, with refinements to the Customer/CRM functionality delivered in successive releases. It now enables Boden to send sales data back to HO within minutes of it being collected, update customer data at the point of sale, and operate promotions in-store that match the mail order business, thereby ensuring a consistent experience for the customer at all points in the business. The new system is fully extendable to handle more sites as Boden expand.

>> Managing Latif's massive volumes

Latifs is a family run business selling quality discount goods from a massive 10,000 sq ft, three storey site, with 20 ground floor tills, in the centre of Birmingham, and other large stores in Bilston and Walsall. They required an EPoS front end system to manage the heavy work load 364 days a year, with zero downtime; a supply chain system to ensure stock was available when needed; and a Business Intelligence system to analyse data gathered.

Within two weeks of receiving the order, ART had configured a highly efficient new system and transferred all existing data from the old system. The new system comprised: an ART TraXs Epos system with sturdy Microsoft SQL Server to handle the high volume of goods sold; a TraXs head office, back office and communications infrastructure to manage stock and replenishment requirements; and a CorVu and BI system, integrated with the TraXs database, to handle data. A handheld system was later introduced to speed up stocktaking, booking in goods and transferring goods from warehouse to branches, and Chip and Pin was ready to install as required.

>> Pets Corner expansion plans

Sussex-based Pets Corner has been expanding rapidly over the past few years and has ambitious plans for the future. Recent expansion to new sites put the existing EPoS system under pressure and, accordingly, the company required full new EPoS and supply chain systems, capable of managing stock replenishment efficiently and cost-effectively, and helping to control the costs of expansion.

Branding was an important requirement, and fortunately the Microsoft.Net based TraXs Ts software provided by ART enabled Pets Corner to define the visual themes they required. This ensured the new Epos system matched existing signage, while providing an easy to use, powerful, touchscreen interface. A new supply chain and replenishment system was able to maintain branch stocks at a sufficient level to minimize financial exposure, while ensuring sales were not lost by stock outs. The new system enabled Pets Corner to open 12 new stores last year, in addition to the existing 15 outlets, and can easily facilitate plans to open a similar number over the next eighteen months.

>> Meeting Tate Retail's many demands

Tate Retail runs shops at the four Tate Gallery sites, in London, Liverpool and St. Ives and required a system that could handle all aspects of operation, from standard till functions and stock control through to replenishment, purchasing and customer account management. As well as connecting shops and warehouses, the new system needed to respond to the differing needs of each shop, which varied according to size and exhibition being staged; facilitate 'Suggested Purchases' within the replenishment system; and sell items on account and with discounts to Tate members.

A test system was initially created, to work through user acceptance tests (UATs) and train staff, and when Tate was happy, the new system was rolled out to stores, starting with St. Ives and Liverpool. Tate Retail now has an EPoS and supply chain system able to cope with its various business demands and provide details of sales, stock, customer and staff activity at all times. Customer and stock information is also now delivered automatically to the publishing, ticketing and accounting systems, saving manual effort and inaccuracies.