

Infinity Case study



Helping Solutions Inc. keep track

Company Background

Solutions Inc are one of the UK's leading Apple Premium Resellers, with 6 stores in the south east including a newly opened store in St Albans. Founded in 1992 with 18 years' experience and year on year growth, they are amongst the most established, successful and respected Apple dealers.

The Challenge

Solutions Inc had originally written their own till system which had its limitations. For instance, daily transactions from the stores were only uploaded to the head office systems at the beginning of the next working day and so there was no real-time snapshot of how many products they had sold. This meant there was a time-lapse in ordering replacement stock from the warehouse incurring delivery delays and lack of control over stock levels. In addition, Solutions Inc were in the process of expanding their operation from 3 shops, and were also changing their head office finance package. They needed a more robust till system that could give them up-to-the-minute transactions across all their stores, would allow them to easily expand the number of stores and was flexible enough to cope with their specific needs. It also had to work seamlessly with their new head office accounting system.



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The Solution

After an extensive search, **Triquestra UK** were selected to implement their Infinity POS solution as the replacement software.

Infinity handles real-time transactions with ease, and Solutions Inc found they could manage their stock and keep track of individual high-value items through serial number tracking, thanks to the modifications that **Triquestra** were able to make to the software.

Implementation

The integration with the new finance package was carried out, and several modifications were made to the system to allow for individual store stock-takes, and the ability to track serial numbers. In addition, a report was written to track the number and value of transactions over half-hourly segments. This report was used by Solutions Inc in conjunction with their footfall counters to monitor purchases within any given time frame, allowing them to identify peak purchasing time and sales conversion rates for their staff.

“The technical support in tailoring the system to our requirements has been excellent” said Martin Harmer, Finance Director for Solutions Inc. ***“The Triquestra team can set up a new store for us remotely, and the system has allowed for easy expansion”***.

Results

“The system is robust, flexible and easy to use” continues Martin Harmer.

“The twice-weekly stock checks with serial number tracking mean that we can identify any items that go missing within a couple of days. This also means we can make sure we have the right stock in the right place which makes sure we maximise our sales opportunities” concludes Martin.

To find out more about Infinity from Triquestra UK, please contact us on + 44 (0) 1753 823 500 or visit www.triquestrauk.com



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