

Infinity Case study



Your adventure starts here

Company Background

Yeomans are the UK's largest independent Camping and Outdoor Retailer, supplying tents, camping equipment and outdoor clothing. Established in 1904, they have over 100 years' experience. The Company employs over 400 people and has over 86 retail outlets ranging from high street stores to garden centre sites and large factory outlets.

The Challenge

Yeomans were using a POS system that was in the process of being phased out, and they were suffering from instability and performance issues. Staff were having to spend time fixing problems and system failures, and this was limiting their ability to expand and grow the business. In addition, the chip and pin solution was ineffective and slow, resulting in lost business due to frustrated customers leaving because of long queues. Yeomans needed a reliable solution that could be integrated with their back-end marketing and management systems without interruption..



Infinity Case study

The Solution

Yeomans chose **Triquestra UK** to implement their **Infinity** POS solution as the replacement software. They were impressed with the stability of the system as well as the ease of use. **Triquestra** were able to replace the POS system whilst leaving the management systems operational and write integrations and add-ons to ensure the new POS would work seamlessly with Yeomans' existing back-end software. Furthermore, the existing chip and pin solution was replaced which had the effect of speeding up transaction times and thereby increasing the number of customers.

Implementation

It was critical to ensure a smooth installation to avoid any interruption to management information. The implementation was extremely quick. A working end-to-end test solution was created within 4 weeks for Yeomans to review and approve. Once approved, the complete solution was rolled out within 6 weeks. The management team were trained, and thanks to the gold build, the customer was subsequently able to perform the roll out. "The system works really well" said Roger Milner, Operations Director for Yeomans Outdoor Leisure. "The **Triquestra** team demonstrated how easy it was to build a new till point from scratch. Now, when we open a new store we can build a till ourselves, a benefit which saves us both time and money".

Results

"Store managers report back that the system is reliable, robust and above all extremely stable" says Roger Milner, Operations Director for Yeomans Outdoor Leisure.

"Camping has increased in popularity in recent years, and at our outdoor shows we operate the Infinity till system right in the middle of a field. We have the full EPOS facility interfaced into our Head Office systems as if this was just another High Street Store. This is a rigorous test for what is a robust, reliable and secure system" concludes Roger.

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



Triquestra UK

Ground Floor, 1 Kingfisher Court, Farnham Road, Slough SL2 1JF

t: + 44 (0) 1753 823 500 f: + 44 (0) 1753 520 050 e: info@triquestrauk.com

These particulars are believed to be correct but their accuracy cannot be guaranteed and they do not form any part of a contract. Whilst every effort has been made to ensure that any information supplied is correct, this brochure is intended simply as a guide. Any literature provided does not form any part of any sales contract.