



Microsoft Retail Management System Customer & Partner Solution Brief

Fast Facts

Customer: Euroken
Number of Employees: 11
Country: United Kingdom
Industry: Retail

Customer Profile

Euroken Supplies is a family-run, do-it-yourself supplies and timber merchant, based in London, U.K.

Software and Services

- Microsoft® Business Solutions Retail Management System
- Microsoft SQL Server™ 2000

For more information about RSS, either call on +44 (0) 20 8364 3085, or go to the website:

www.rsspos.co.uk

For more information about Microsoft Business Solutions, go to:

www.microsoft.com/businesssolutions



Timber and DIY Merchant Increases Sales by 20 Per Cent with Retail Solution

“The Microsoft Retail Management System has helped us to respond to customers faster. As a result, we have achieved a sales increase of around 20 per cent, and a good return on investment.”

Kalpesh Halai, Director, Euroken Supplies

Business Needs

Until recently, Euroken used traditional paper-based methods for its procurement systems and sales processes, and accounting data was manually keyed into its Sage Line 100 system; which has now been replaced. But with turnover increasing by an average of 10 per cent a year, the organisation needed to find more efficient methods of managing the business. It needed a solution that could:

- Eliminate the need for handwritten items.
- Increase staff efficiency and boost sales.
- Integrate closely with their new accounting system.
- Provide them with a scalable solution thus assisting their intended growth.

Solution

After examining a number of options including a Linux-based system, Euroken worked with Microsoft® partner Retail Solutions and Support (RSS) to implement Microsoft Business Solutions Retail Management System, an affordable, off-the-shelf solution designed specifically for small and mid-sized retailers. The solution which

integrates with Microsoft SQL Server™ 2000 includes:

- Microsoft Retail Management Store Operations (Point-of-Sales and Back-Office)
- An RSS add-on called Customer Price Matrix.
- Automatic invoicing and stock control, and centralised price updates.

Benefits

- Information on 7,000 items is easily accessible from any point-of-sale terminal.
- The reduction in administration frees up staff, leading to a 20 per cent increase in sales.
- Full order processing is now possible.
- Quotations, which previously took a day and a half, can be provided almost instantly.
- Familiar interfaces mirror traditional methods, ensuring fast adoption among staff.
- Better access to supplier data.
- More accurate and up-to-date information – including debtors control - derived from the Epos and accounting systems.

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