



Microsoft Business Solutions Customer & Partner Solution Brief

Fast Facts

Customer: Victor Electronics

Web site: www.victoruk.com

Number of Employees: 23

Country: United Kingdom

Industry: Retail

Customer Profile

Victor Electronics is a dealer of high-quality audio visual electronic goods, established in the United Kingdom in 1978. Its trading partners include some of the world's best electronics brands, such as Sony UK, as well as Panasonic, JVC, and Technics.

Software and Services

- Products
 - Microsoft SQL Server 2000
- Solutions
 - Microsoft Business Solutions Retail Management System

Partners

- RSS

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

Retail Business Management Solution Saves Hours of Administration Daily

“Using the old system, I would have to arrive early & leave late. Microsoft RMS automates administrative processes, so I can focus on the business and still arrive and leave at a sensible hour. I'm very happy with the solution and with RSS. It has been a great partnership.”

Deepak Daves, Director, Victor Electronics

Business and technology goals

Victor Electronics operated two stores in the Birmingham area and was keen to expand the business. But its time-consuming and costly IT system prompted the organisation to find a way to streamline operations first. Essential business processes, such as accurate financial reporting and stock control was difficult, and this impacted decision making. Victor Electronics needed an easy-to-use solution that would:

- Offer real-time reporting, stock control, and accountancy features.
- Efficiently measure sales figures, profit margins, and performance in individual stores and across the business.
- Reduce administration, increase employee efficiency, and help the business meet growing customer demands as it expands.

Solution

Victor Electronics examined other products, but found these unsuitable. Under the advice and support of Microsoft® partner Retail Solutions and Support (RSS), Victor Electronics rolled out Microsoft Business Solutions Retail Management System; an affordable solution designed specifically for small and mid-sized retailers. The solution at

Victor Electronics – which utilises the Microsoft SQL Server™ 2000 database engine provides:

- Accurate, customised reports and file export to trading partners such as Sony UK.
- Automated accountancy tools, such as invoices, purchasing, and ordering.
- Centralised reporting using the Headquarters module to monitor and consolidate information.
- A quicker and more efficient point of sale and therefore a better customer experience

Benefits

- Automated reporting, stock control, and a centrally-managed customer database save managers hours of administrative time each day.
 - The clear view of customer data can be used to generate publicity, target customers, and increase sales.
 - More accurate sales data helps managers monitor stock churn, pinpoint discrepancies while stock taking, and accurately manage replenishment.
 - Two new stores have been added easily and managed centrally, supporting the organisation's expansion plans.
- The store can build better relationships with key trading partners such as Sony UK and attract new business.



Microsoft Business Solutions