



With CitiXsys' iVend solution, Hillzeez perceived some immediate benefits to their business

Company

Hillzeez

Industry

Retail – Sporting Goods

Challenges

- Comprehensive integration between Retail, Inventory and Accounting functions
- Enhance inventory management to reduce stock-out and overstock situations
- Improve customer management and retention

Solution & Services

iVend Retail

Benefits

- Seamless integration between iVend Retail and SAP Business One
- Centralised pricing control across all retail stores with flexibility for discounts and promotions
- Improved customer management with Gift Certificate functionality

Location

Perth, Australia



“I’ve worked with many support partners on many solutions, and without hesitation, I can say CitiXsys has met my expectations in areas where many previous ‘support’ partners haven’t. They take an interest in your business processes and don’t expect you to compromise for the sake of the product. If you are not happy in an area that you feel has not met your expectation, they will act to remedy it at once, taking the approach that if one client wants this today, it will most likely be another client expecting it tomorrow. Remote support is no issue; it is like they are on your doorstep anyhow.”

Glenn Callegari
Managing Director
Australia

About Hillzeez

Hillzeez Down South Surf Shops are a multi-store one-stop shop for all of surfing and skating needs. For over 20 years, this Perth based business has been supplying novices and hard core fanatics the latest and greatest equipment from surfboards, wetsuits and bodyboards, to skateboards and all of the associated accessories.



Business Challenge

With three stores spread throughout Busselton and Bunbury, Hillzeez had already been through the process of implementing SAP Business One with the Infinity point of sale solution written by Triquestra.

The goal of the SAP Business One implementation was to provide visibility of activities across stores on real time basis, allowing for more accurate inventory information resulting in lower on-hand balances and associated costs.

In the short term, this solution appeared to be working well, however it was soon discovered that the inadequacies in the integration between Infinity and SAB Business One began to cause problems. According to Glenn Callegari, Hillzeez' Managing Director the business could have possibly continued with the current solution, however "I felt that the integration and support were not established enough to provide this business what it needed. The integration was written and supported by Enprise. The POS software was owned and supported by Triquestra. Essentially I needed 3 parties supporting 3 products on the same page."

With these inherent integration issues, Hillzeez faced 3 strategic problems in choosing to persist with Infinity as their point of sale solution.

These were:

1. Inability to utilise SAP Business One patches and upgrades
2. Lack of understanding of each component by each party
3. Lack of understanding of the retail environment

As a result, Hillzeez was forced to look for alternatives. CitiXsys' iVend Retail solution became a clear choice. As described by Glenn: "Some Retail software applications offer a lot, but any features they may have aren't of any use if not supported by a seamless integration. It's important to understand and remember that integration is bidirectional. To have a true centralised environment, SAP Business One needed to be able to control the Retail features and settings that any Retail solution offered. The Retail solution needed to transact efficiently, accommodate the demands of a modern retail environment, and replicate this data back to SAP Business One, mapping to all tables and fields with ease. Sounds simple enough, but to find this in the market has been a long search. iVend, a product built for SAP B1, seemed a logical choice."

Solution and Business Benefits

On selecting the CitiXsys' iVend solution, Hillzeez perceived some immediate benefits to their business.

An integrated environment

All features the POS solution offered could be implemented knowing it was an 'add-on' to the SAP Business One product and thus fully supported by it. These features could be configured, manipulated and controlled by SAP B1.

A seamless solution

iVend offered great real-time visibility into store operations, whilst 'building the financials' in SAP Business One with accuracy in the way it mapped back to the GL.

Mapping of GL Accounts

The ability to map payment types to correct GL code, for both AR invoices and AR Credit Memos. Gift

Certificates

Issuing of Gift Certificates is now simple. Serialised tracking and redemption has improved. The ability to draw down balance works well and allows customer to retain the same voucher until it is fully redeemed. The ability to view voucher balance and the overall voucher use is simple.

Centralised Control of Pricing at the POS

Price lists can now be easily updated through hierarchies and expansions within SAP Business One. The feature of Promotional Pricing module within iVend offered Hillzeez increased centralised control across all stores.

Laybys (Layaways)

Laybys are fully supported, offering exceptional ease-of-use that benefits both staff and the customers.

Refunds

Visibility into refunds issued by staff has improved. Invoices can be scanned into a computer, providing better sales control and easy look up.

General Ledger Mapping

Reliably map to the General Ledger as balances in the GL can easily be supported by POS events. There are no transactions failing, debiting or crediting the wrong account. Each Accounts Receivable invoice posting in SAP Business One is directly reflected in iVend, including discount, price lists and payment means. The 'End of Day' till balancing has become an easier task to complete, with visibility into each transaction that builds the payment type balance being reconciled.

Conclusion

Whilst the immediate, positive results from implementing iVend Retail have been significant, the company's technology investment will continue to provide future benefits. With integration and functionality issues now resolved, they can focus on growing their successful business, helping us all look good whilst we surf and skate.

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