

IN BRIEF

Company

UNITEX CARIBE

Industry

Apparel

Challenges

- ⇒ Non-integrated data management
- ⇒ Inefficient stock monitoring & movement
- ⇒ Inadequate Customer Information
- ⇒ Complex & inaccurate data retrieval process

Solution & Services

- ⇒ iVend Retail Management Suite with SAP Business One

Benefits

- ⇒ Increased employees' overall efficiency by eliminating work duplication on disintegrated processes
- ⇒ Synchronized data transfers between Stores & enterprise ensured accuracy across Retail chain
- ⇒ Considerable reduction in stock errors and replenishment planning errors
- ⇒ Achieved faster order processing

Partner

DT - Solutions

Country

Dominican Republic, Caribe



*Integrated Store
functions for
efficient & effective
Retail
management*



UNITEX CARIBE now
has Efficient &
Integrated Retail
management operations
with iVend Retail and
SAP Business One

Customer Case Study



“We have reduced time in management of our retail processes in a dramatic way. For instance the process of stock requisition from stores took 3 to 4 days with legacy system, with iVend Retail stock transfer requisition starts at the store, then stock transfer is created on SAP in less than a day. Data can be easily tracked. Before implementation of iVend Retail and Item Matrix, creation of items and its variations took hours, with iMatrix things are a lot easier to manage”

About UNITE X Caribe

UNITE X Caribe, S. A., Dominican Republic's respected retailer of private label apparel, has grown its business with iVend Retail and SAP Business One. The company was incorporated in the year 2003 and began operations on January 9, 2004. UNITE X Caribe S. A., specializes in marketing and distribution of numerous high quality, branded apparel including the renowned Fruit of the Loom lines of inner apparels and active wear.

The company was found by brothers José Ramón and Juan Manuel Puig, and it has been over four decades that they have successfully run and expanded their traditional business of production of top-quality clothing apparel.

The company decided to begin their retail operations in January 2004, with their main office in the Santo Domingo metropolitan area, housing the administrative and sales divisions. UNITE X Caribe has carefully structured its operations and is fully functional to handle multi-market operations. Their distribution network spreads throughout the Caribbean, including: Dominican Republic, Jamaica, Haiti, Trinidad & Tobago, Grenada, Caiman Islands, Guadalupe, Barbados, San Martin, Curaçao, Martinique, The U.S. & British Islands as well as Dominica. With eyes focused on expanding across the continent, UNITE X group has set the ambitious targets of becoming the leading apparel retailer and plans to enter other potential markets in the near future.

Business Challenge

In recent years, UNITE X Caribe has been accelerating its global expansion to meet their sales targets, establishing operations across Latin America.

A key issue that UNITE X faced was how to build the global business infrastructure essential to maintain and strengthen a unified culture and organization while pursuing consistent growth in the global market?

Prior to implementation of iVend Retail and SAP Business One, UNITE X Caribe S.A. used RMS POS which is a legacy point of sale solution and QuickBooks for inventory and finance management. Two disparate applications were being used to control inventory, sales and accounting.

The RMS Point of Sale system was customized to fit Unitek's requirement, but the system had errors which led to severe inventory disorders, just to mention - replication and duplication of stock was one that occurred frequently.

Currently the company has two stores to manage and with trends created overnight, consumer preferences changing like the breeze, and assortments changing more often than the seasons, they needed a solution that integrates the inventory and point of sale with zero error.

UNITE X Caribe wanted to take advantage of the latest retail technology in order to offer its customers the most efficient and streamlined purchasing experience, with a focus on fast, effective, and efficient service to each customer. In addition, the company needed an Integrated solution that facilitates control on their stores across geographical locations.

Achievement of their fairly ambitious expansion plans was largely dependent upon the solution they chose. Their retail solution had to be scalable so that it scales up as the company grows. UNITE X Caribe S.A. understood the benefits of an automated and integrated front and back-office operations.



Keeping pace with the increasing rate of globalization, consumers constantly expect fresh concepts and merchandise from manufacturers and retailers alike. iVend Retail equipped their retail operations with the desired speed and responsiveness of launching new product line to market and react quickly to consumer preferences. This acted as the major contributing factor in their success in the predominantly global value chain.

The Solution

Post implementation of iVend Retail, changes in operations of UNITE X Caribe S.A. have been noticeable. The Company currently has no issues or problems with the stock management, and this has in turn made task of sales management easier.

They can easily configure promotions and generate gift certificates at the point of sale.

iVend Retail Solution was integrated to the fiscal printer (Epson TMU-220), which was mandatory for operations in Dominican Republic.

The Retail stores are able to, access accurate inventory, configure new and innovative promotions to inspire their customers, create new pricing strategies, extend and manage supply chains, operate in multiple currencies and deal with import & government regulations.

In addition they have integrated operations and can scale or expand new stores into their existing operational and organizational frameworks.

Company's Warehouses and stores are connected to the same back-end server and iVend's failsafe integration with SAP Business One keeps the Head Office always connected with the store operations across the complete Retail chain.

iVend Retail has simplified the reporting and store manager functions considerably reducing the error in MIS reporting and has enabled to empower their associates to build better relationships, engage with their customers, and elevate their sales profitability to new levels.

Business Benefits

- ➔ Easy-to-use solution that is scalable to accommodate future growth and demands
- ➔ Enhanced data accuracy & synchronized visibility across stores
- ➔ Increased speed and accuracy in processing transactions
- ➔ Increased responsiveness to market demands
- ➔ Supports Discounts & Promotions like gift certificates, gift cards, discounts etc
- ➔ Integrated and unified system - fits into their SAP Business One infrastructure

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