



# Valu Home Centers Gains Real-Time Data Visibility Across 41 Stores with iVend Retail

## Company

Valu Home Centers

## Industry

Retail – Home Improvement Stores

## Business Challenges

- Non-integrated retail systems
- Lack of real-time visibility across store locations
- Lack of clear and consolidated inventory view across stores
- Need to reduce inventory costs

## Solution & Services

iVend Retail with SAP Business One

## Benefits

- Corporate visibility into individual stores' inventory and sales
- Ability to evaluate profitability down to item level
- Unified view of inventory and ability to forecast inventory down to store level

## Location

New York and Pennsylvania, USA

## Partner



“With iVend Retail and SAP Business One provided by Vision33, we were able to greatly enhance our customer experience, increase operational efficiency and provide transparency into our inventory. These results have helped us become a truly omnichannel organization, and given us the insight to better anticipate customer demands.”

**Marty Noworyta**  
Senior VP IT & Admin  
Valu Home Centers

## About Valu Home Centers

Valu Home Centers provides customers in Western and Central New York and Northwestern Pennsylvania with an alternative to large, warehouse home improvement stores. Valu Home Centers' 41, well-stocked, medium-sized stores focus on customer service tailored to the do-it-yourselfer, as well as giving back to the communities in which they are located.

## About Vision33

Vision33 is a multi-award winning SAP gold channel partner that provides enterprise resource planning (ERP) solutions to growing businesses and large enterprises with subsidiary operations from its offices across North America.

As one of the largest SAP partners in the world focusing on SAP Business One, Vision33 has helped more than 500 customers overcome their growth challenges and better manage their business.

Vision33's dedicated team of certified consultants work with each customer to help them gain insight into their operations through transformative business software solutions and the world-class TOTAL Care support program.



## Business Challenge

Valu Home Centers has carved a niche in the retail home improvement market in Western and Central New York and Northwestern Pennsylvania by tailoring its selection of merchandise, pricing, and customer service to the do-it-yourselfer.

The company reached to the point, however, when its home-grown software solution could no longer keep up with the 41-location company's business goals. Valu Home Centers' corporate headquarters needed an integrated solution that provided real-time visibility into inventory and sales at each of its stores to help control inventory costs. The company also needed a solution that provided the ability to determine profitability of its promotions – down to item level. Valu Home Centers also wanted to find a new solution would be easy to deploy and easy for its 900 employees to learn and use.

## Solution

From among 10 companies vying for its business, Valu Home Centers chose CitiXsys' iVend Retail solution for its chain of home centers and SAP Business One for its corporate offices. Valu Home Centers partnered with Vision33 for the implementation, based on its expertise and successful track record of providing solutions to retail.

With iVend Retail and SAP Business One, Valu Home Centers gained greater transparency into its business. The solution delivered the inventory visibility the company was looking for, enabling Valu Home Centers, for the first time, to forecast inventory for specific stores. Valu Home Center also gained a real-time view into sales, cash management, and profitability and to monitor trends. Moreover, iVend Retail and SAP Business One's integration keeps Valu Home Centers' corporate offices connected to

individual store operations at all times, allowing corporate offices to use accurate, up-to-the minute data in decision making.

Deploying the iVend Retail-SAP Business One solution has been "remarkably easy," according to Mike Parr, assistant IT manager of Valu Home Centers. "It's really just an adjustment from old to new. The combination of iVend Retail and SAP Business One is a huge help, because as soon as someone imports a customer in iVend Retail, I see it in SAP ... We can see everything in real time." Once in place at a home center, the new solution increases store associates' efficiency – and enhances customer experiences.

## Business Benefits

The strategy to stock a home improvement store is paramount to both customer satisfaction and profitability. Replenishment planning, which factors in supply, demand, and inventory levels, will help retailers strike the right balance. iVend Retail customers that use replenishment planning saw a gross margin improvement of 2% over five years and an increase of almost half an inventory turn – which translates into savings of almost 40% of sales.

Additional benefits of the system:

- Integration of stores provides a transparent view across all locations
- Inventory and sales data is accessible in real time
- Profitability of promotions is calculable

# Contact Us

## America

### USA - New York

One Rockefeller Plaza, 11th Floor,  
New York NY 10020 USA

**T: 1 212 745 1365**

**F: 1 212 618 6309**

**E: [newyork@citixsys.com](mailto:newyork@citixsys.com)**

### USA - Chicago

The Merc, West Loop, 22nd Floor  
30 South Wacker Drive  
Chicago, IL 60606 USA

**T: 1 312 466 5512**

**F: 1 312 466 5601**

**E: [chicago@citixsys.com](mailto:chicago@citixsys.com)**

### USA - New Hampshire

1 Tara Boulevard Road, Suite 200,  
Nashua, NH 03062 USA

**T: 1 347 768 8743**

**F: 1 646 349 3441**

**E: [newhampshire@citixsys.com](mailto:newhampshire@citixsys.com)**

### Canada - Toronto

2425 Matheson Blvd. 8th Floor  
Mississauga ON L4W 5K4  
Canada

**T: 1 905 361 2886**

**F: 1 905 361 6401**

**E: [toronto@citixsys.com](mailto:toronto@citixsys.com)**

### Mexico - Santa Fe

Javier Barros sierra #540 Tower 1  
5th Floor Office 5046,  
Lomas de Santa Fe,  
Del. Alvaro Obregón  
Mexico City 01210

**T: 52 55 8000 8280**

**E: [mexico@citixsys.com](mailto:mexico@citixsys.com)**

### Mexico - Guadalajara

Av. de las Américas 1545, Esq.  
Colonia Providencia,  
Guadalajara, Jalisco  
Mexico 44630

**T: 55 8421 9659**

**F: 52 33 8000 0057**

**E: [mexico@citixsys.com](mailto:mexico@citixsys.com)**

## Europe

### UK - London

Couching House  
1 High Street Watlington  
Oxfordshire OX49 5PX  
United Kingdom

**T: 44 149 161 5304**

**F: 44 207 681 1016**

**E: [london@citixsys.com](mailto:london@citixsys.com)**

### UK - London

A2 Yeoman Gate  
Yeoman Way Worthing  
West Sussex, BN13 3QZ

**T: 44 149 161 5607**

**F: 44 207 681 1016**

**E: [london@citixsys.com](mailto:london@citixsys.com)**

### Ireland - Dublin

2nd Floor, Palmerston House  
Fenian Street,  
Dublin 2  
Ireland

**T: 353 1 905 8020**

**F: 353 1 905 8029**

**E: [dublin@citixsys.com](mailto:dublin@citixsys.com)**

## Africa

### South Africa - Capetown

The Colosseum, Foyer 3,  
First Floor, Century Way  
Century City, 7441

**T: 27 21 526 0424**

**F: 27 21 526 0311**

**E: [capetown@citixsys.com](mailto:capetown@citixsys.com)**

### South Africa - Johannesburg

East gate Office Park, Block A,  
South Boulevard Road, Bruma,  
Johannesburg, 2198  
South Africa

**T: 27 11 201 2175**

**F: 27 11 201 2001**

**E: [johannesburg@citixsys.com](mailto:johannesburg@citixsys.com)**

### Egypt - Cairo

Smart Village  
Raya View Building G6  
24km Cairo - Alexandria  
Desert Road

**T: 202 353 17828**

**F: 202 353 17809**

**E: [cairo@citixsys.com](mailto:cairo@citixsys.com)**

### Kenya - Nairobi

17th Floor, ICEA Buidling  
Kenyatta Avenue  
P.O. Box 15168-00400  
Nairobi, Kenya

**T: 254 205 157 015**

**F: 254 205 157 001**

**E: [nairobi@citixsys.com](mailto:nairobi@citixsys.com)**

## Asia

### Middle East - Dubai

308, 3rd Floor, EIB 05  
Dubai Internet City,  
P.O.Box: 502586  
Dubai UAE

**T: 971 4 431 2139**

**E: [middleeast@citixsys.com](mailto:middleeast@citixsys.com)**

### India - New Delhi

A-24/5, MCIE  
Mathura Road  
New Delhi 110044  
India

**T: 91 11 4269 6666**

**F: 91 11 4269 6600**

**E: [newdelhi@citixsys.com](mailto:newdelhi@citixsys.com)**

### India - Noida

SDF A - 7, NSEZ  
Noida Dadri Road  
Phase - II, Noida - 201305  
Distt. Gautam Budh Nagar (UP)  
INDIA

**T: 0120 4743777**

**F: 0120 4743778**

**E: [newdelhi@citixsys.com](mailto:newdelhi@citixsys.com)**

### South East Asia- Singapore

30 Cecil Street #19-08  
Prudential Tower  
Singapore 049712

**T: 65 63052402**

**F: 65 63052403**

**E: [sea@citixsys.com](mailto:sea@citixsys.com)**

## Australia

### Australia - Sydney

Tower 2, Level 20, 201 Sussex  
Street, Sydney NSW 2000  
Australia

**T: 61 2 9006 1616**

**F: 61 2 9006 1515**

**E: [sydney@citixsys.com](mailto:sydney@citixsys.com)**

### Australia - Melbourne

Rialto South Tower, Level 27  
525 Collins Street  
Melbourne 3000  
Australia

**T: 61 3 9935 2916**

**F: 61 3 9935 2750**

**E: [melbourne@citixsys.com](mailto:melbourne@citixsys.com)**

