

Jeweler Château D'Ivoire Enhances Service, Grows Business with iVend Retail

Company

Château D'Ivoire

Industry

Retail - Jewelry

Business Challenges

- Master data stored in legacy MS Access system
- Inventory reports lacked sufficient product detail
- Legacy systems had complicated back-end, requiring too many steps to complete transaction
- Need for an integrated jewelry repair module
- Legacy system did not work offline

Solution & Services

iVend Retail POS, mPOS, Enterprise

Benefits

- Saved time and simplified store processes
- Reduction in overall inventory and more efficient utilization of store space
- More accurate inventory and sales data synched with the ERP
- Improved customer experience

Location

Montreal, Canada

Partner

FORGESTIK 



"I like to think about any jewelry purchase as the beginning of a relationship with our business and now with iVend Retail and SAP B1, our store systems support that connection with our customers and enable us to provide a better shopping experience than ever before."

Suhail Kaidbey
 Director
 Château D'Ivoire

About Château D'Ivoire

Since 1978, Château D'Ivoire has been active in selling, creating, estimating, restoring and repairing luxury jewelry, watches and clock parts. With renowned craftsmanship in the Montreal area, Château d'Ivoire offers a range of jewelry items of the highest quality and a wide variety of one-of-a-kind pieces. Equipped with a vast showroom, the store's team of counselors and jewelers provide qualified and customized service.

About Forgestik

Forgestik is a world-class professional services firm dedicated to SAP® business management software products. Services include project management, SAP software consulting, business management consulting, financial consulting, information technology consulting and software development. Forgestik's team has expertise in all the functions necessary to successfully implement business management software (ERP) packages for small and medium-sized enterprises (SMEs).



Business Challenge

Over the past 35 years, Château D'Ivoire has built a renowned luxury retail business in Montreal by merchandising the finest jewelry and timepieces, complemented by superior customer service and attention to detail. In an industry where one-to-one consultation with an expert and actually seeing the quality of an item are important for making a purchase decision with confidence, the in-store experience matters most.

Château D'Ivoire reached the point where they had outgrown their point of sale (POS) system. They reviewed and tested a number of systems that failed to meet their business requirements, due to lack of flexibility, an overcrowded user interface and lengthy checkout processes, requiring too many clicks to process a transaction.

Château D'Ivoire needed an integrated solution that provided the customizations necessary for a fine jewelry business. Additionally, they needed a repair module to support their robust repair business and could not find a system with this feature or with open APIs to support a third-party application development.

Solution

After evaluating a number of POS software solutions, Château D'Ivoire selected iVend Retail Terminal POS and iVend Mobile POS, and partnered with Forgestik based on its experience with small to medium-sized enterprises to manage the implementation alongside SAP Business One as an integrated ERP. They also utilized iVend Retail's open APIs to have Forgestik develop a custom repair module interfaced with the POS allowing them to provide faster checkouts for repair customers. Château D'Ivoire additionally selected iVend Mobile POS

to expand their customer service by providing store associates with the mobile tools to assist customers and process transactions from anywhere in the store.

Business Benefits

A jewelry store's business strategy includes showcasing the service, experiences, and selection it offers that sets it apart from other types of businesses and that helps foster relationships with loyal customers. To this end, Château D'Ivoire leveraged its strengths by finally finding the right retail software that allows the jeweler to stay competitive. Owners take advantage of the native reports to track performance by vendor, product and department, daily stock, and inventory turnover. As a result, they can restock better – evaluating product lines and determining which to carry, eliminating dead stock and wasted storage and focusing instead on items that turnover quickly and bring in customers.

Additional benefits of the system:

- Reduction in overall inventory and more efficient utilization of store space
- More accurate inventory and sales data synchronized with the ERP
- Security with login swipe cards per employee having them take more responsibility for their own sales and receiving cash drawer open alerts via loss prevention dashboards
- Visibility into sales by cashier and by hour to evaluate foot traffic and to staff accordingly

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