



With iVend Retail and SAP Business One, Distroller's retail stores are now able to access accurate inventory at their fingertips

Company

Distroller

Industry

Toys and multimedia

Challenges

- No specific process of establishing inventory
- Operational failures resulting in transaction abandonment
- SAP back-office not synchronised with Logistics server
- Issues with document synchronisation
- Disruption in operations due to Internet outage

Solution & Services

iVend Retail with SAP Business One

Benefits

- Ease of retail operations in stores
- Inventory management to become reliable and prompt
- Real-time data synchronisation, despite Internet failures
- Smooth day-end procedures

Location

Mexico



"We needed to upgrade the retail infrastructure as Distroller is expanding very fast, and iVend Retail proved to be the natural choice. The solution gave us across-the-board visibility and faster decision-making capacity. With iVend Retail, we achieved true retail integration."

About Distroller

Amparin SA de CV was established in 2004 by entrepreneur Amparo Serrano. She began with items for home improvement and, in five years, saw an exponential growth in product lines such as toys and household items.

Distroller, as better it is known, is a jewellery, stationery, toys and sweets speciality retailing arm. Today, more than mere ornaments, Distroller jewellery define fashion trends in the Mexican market. This company was started over 12 years ago as a line of chamoy.

They currently have 15 outlets operating in different states of Mexico, and more than 35 stores internationally. Amparin's line of jewellery is now sold across nations. They also sell licenses for its designed photo albums, notebooks and various other accessories.



Business Challenge

Prior to implementation of iVend Retail, Distroller retail stores were working on Logistica Point of Sales. The stores' visibility to real-time inventory statistics were unavailable. Also, disintegrated retail operations hindered retail sales. The SAP back-office was not synchronised with the logistics servers, leading to a data and information disconnect. The stores were also unable to work smoothly because the Internet access in the areas was intermittent.

The Solution

iVend Retail with SAP Business One

The customer requested for a demonstration of iVend Retail and had it implemented across the enterprise in less than six months.

The deployment of iVend Retail with SAP Business One addressed Distroller's need for a retail solution which integrated their end to end retail processes, and brought about a single view of the customer journey.

Before the installation, the billing was not consolidated automatically at the end of day. An example of iVend efficiency would be that day-end processes include the above automatically, freeing up manpower significantly for better customer engagement.

With iVend Retail and SAP Business One, Distroller's retail stores are now able to access accurate inventory at their fingertips. Store Manager can configure promotions, pricing strategies with ease with a transparent view of inventory across retail chain. In addition, with the new retail management solution, Distroller can scale up new stores into their existing operational and organisational frameworks more quickly and efficiently.

The Company's warehouses and stores have real-time updates and iVend's failsafe integration with SAP Business One keeps the Head Office always connected with the store operations.

Business Benefits

- iVend Retail covers all aspects of Distroller's retail operations.
- SAP and logistics data are now replicated automatically
- Inventory management is now reliable and real time.
- Retail operational information is available to all stores, despite connectivity problems.

Partner

The customer's experience with CVM Group had been more than satisfactory, and Distroller reported that CVM's help was essential in the overall success.

CVM Group is composed of the pioneering team of SAP Business One in Latin America, with over 13 years of experience and over 180 successful implementations in about 5 countries in the region.

CVM has accrued the experience to implement retail solutions to enterprises, ranging from fashion to electronics. The Group is dedicated to helping Mexican SMEs achieve their growth trajectory, and provide advanced retail technology that gives retailers control to achieve overall growth.

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