

# Customer Case Study

## IN BRIEF

### Company

AOC

### Industry

Electronics

### Challenges

- Non-integrated data management
- Invoicing and extraction of financial data was time consuming
- Needed a reliable retail management system with streamlined inventory view
- Process to generate financial reports was complex
- Manual synchronization of data from store to enterprise led to errors

### Solution & Services

iVend Retail with SAP Business One

### Benefits

- Increased employee efficiency with integrated back office processes
- Real-time inventory visibility
- Synchronized data transfers between Stores & enterprise for data accuracy
- Achieved faster order processing & flexible promotion management

### Country

Angola, UAE

### Partner

ProCons 4IT



*AOC has streamlined Retail Operations and a simple and smooth sales process that is quick and effective.*



*AOC now has Integrated and efficient Retail management operations with iVend Retail and SAP Business One*

# Customer Case Study



*“iVend Retail Solution from CitiXsys is set up very well across all our entire stores to handle complex sales processes, promotions, offers & inventory and to schedule deliveries at a macro level. The product implementation & support team is very willing to work with us. The best part is the extensive feature set of the product that suits our line of business (Electronics Vertical), which is complex and different from the other Retail businesses.”*

*Yaseen Aljaizani,  
Co-Founder and CEO*

## About AOC

AOC is a private company operating in the telecommunications market since 2004 in Angola/UAE. The philosophy of the brand AOC has been developed since 2007 with a focus on the distribution and retail of high quality mobile handsets and allied accessories.

In last five years AOC has stated its success and is now one of the leading retailers, stimulating the market in their approach to users. AOC is a young and rapidly expanding company with people of high responsibility and motivation to become one of the strongest brands in this market. Facilitating communication, and as our motto states, 'DRIVING MOBILITY'.

AOC is an Angola and UAE based enterprise, they currently have 8 stores operational in Angola and have recently opened their new store in Ras Al Khaimah, UAE.

## Business Challenge

AOC was previously using a home grown legacy system that began as an accounting system and was then developed into an ERP. Continually after using it for over a period of time our client felt the need to have an efficient system that was flexible, feature rich and powerful.

AOC was facing trouble tracking real time business statistics, also they did not have clear visibility across financial data and also had concerns regarding financial reporting. The major challenge that new system was expected to address was elimination of manual trial balance entries and extraction of report data. The management team at AOC wanted to have a seamless integration between store operations and back office financials.

For managed Retail operations at the store and managed data warehousing, AOC needed software which seamlessly integrated with SAP Business One and iVend Retail Management system seemed a perfect solution for all their requirements.

## The Solution

AOC selected SAP Business One along with iVend Retail owing to its range of features, functionality, and scalability. The application set had the in depth reporting management features that our customer always needed. Additionally they could easily add, or modify various items in the master data from head office. The ease with which sales functions could be performed meant increased productivity.



ProCons 4IT a leading partner of CitiXsys and provider of IT solutions in Gulf region consulted and suggested AOC to deploy iVend Retail with SAP Business after carefully evaluating their requirements. Our partner houses professional, experienced and passionate team of over 50 IT specialists and is known to deliver many solutions across numerous disciplines and sectors.

SAP Business One and iVend Retail application set supported AOC's ambitious plans to expand and accommodate the growing business needs.

The new system suited their business requirements for purchasing, inventory, finance, point of sale (POS) and has a great user adoption.

## Business Benefits

Post implementation of the new system AOC has a well-managed inventory with the ability to synchronize transactional information to and fro from their main servers, their retail structure always demanded such precision, which they could well achieve with iVend Retail and Business One.

AOC has successfully streamlined their current processes, iVend Retail's seamless integration with SAP Business One being the key. The simplicity of the layout makes their sales process quick and effective.

Benefits of the newly implemented system were evident, a transparent view of the entire work data and ability to generate management information quickly were most remarkable. Management noticed some immediate benefits which are as follows -

- Easy-to-use solution that is scalable to accommodate future growth and demands
- Provide cross-channel information for efficient operational actions
- Enable better planning and forecasting capability
- Offer effective retail price and promotion management
- Integrated and unified system - fits into their SAP Business One infrastructure



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