



# Customer Case Study

## IN BRIEF

### Company

Laksala - Sri Lanka state gift & Souvenir Boutique

### Industry

Specialty Retail

### Challenges

- Non-integrated data management
- Invoicing and extraction of financial data was time consuming
- Needed a reliable retail management system with streamlined inventory view
- Scalability of system was an issue

### Solution & Services

iVend Retail Management Suite with SAP Business One

### Benefits

- Enhanced employee efficiency with integrated back office processes
- Complete inventory control and real-time inventory visibility
- Synchronized data transfers between Stores & enterprise ensured accuracy across Retail operation
- Achieved faster order processing & flexible promotion management
- Streamlined and accurate billing process

### Country

Colombo, Sri Lanka

### Partner

Pristine Solutions Pvt. Ltd.



*Laksala - Specialty Retailer gets Timely Visibility and Decision Support around Product Performance and Inventory Levels with iVend Retail and SAP Business One*



*Laksala now has Efficient and Integrated Retail management operations with iVend Retail and SAP Business One*

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*“Generally iVend is covering our POS system quite satisfactorily. Laksala expected iVend to support our sales outlets by having a fast & accurate billing system since iVend can have independent databases to each store.*

*Once iVend was implemented, Laksala's customer service improved and customers were satisfied with the quick service.”*

## About Laksala

Laksala is the only State owned Gift & Souvenir Boutique in Sri Lanka and was established under the **National Crafts Council And Allied Institutions Act, No. 35 of 1982.**

Since then Laksala has witnessed numerous changes with an ever growing list of products on sale. Today Laksala operates through 13 branches located island wide and offer the widest variety of all Sri Lankan products at a competitive price. Most importantly, Laksala enables the numerous industries that supply goods to it to stay both profitable and in business.

Laksala houses an eclectic blend of items ranging from selections of beautifully packaged tea & spices, colourful batik-ware to an elaborate collection of art and craft as well as the finest collection of Sri Lankan Gems and Jewellery. Laksala is a one stop guide. A visit to one of the stores feels like having visited 'All of Sri Lanka'!

## Business Challenge

Laksala's sole objective is to be a commercially viable and socially responsible marketing organization which creates opportunities for rural products to enter mega – markets. Their vision is to transform Laksala to a profit making organization within the Government sector. For this, Laksala needed an appropriate, standard and certified solution which covered the unique aspects of their organization. To effectively manage their retail, warehousing processes and accounting functions, they wanted a seamlessly integrated application.

Laksala were using a software, which included the POS system. They realized that their system had reached a threshold and had grown obsolete. The application could not integrate finance data with the operational data and could generate only elementary reports.

The major challenge which needed to be addressed with the new system was elimination of manual trial balance entries and extraction of report data. The management team at Laksala wanted to have a seamless integration between store operations and back office financials.

## The Solution

Laksala decided to implement **iVend Retail with SAP Business One.** Pristine Solutions was engaged as the partner who has expertise in similar domain.

iVend Retail was expected to manage their retail operations and increase customer satisfaction, While SAP Business One was to further optimize their accounting and finance functions. The application had the in-depth reporting management features that Laksala always wanted. Additionally Laksala could now effectively execute various aspects of day to day operational processes from the head office. The ease with which processes could be performed meant increased productivity.



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## About Pristine Solutions

**Pristine Solutions** were chosen as its SAP provider after a careful evaluation of a number of resellers. iVend Retail was proposed as the Retail Management application by Pristine after a thorough, schematic evaluation of their needs and system requirements at Laksala.

A scalable solution in iVend Retail and SAP Business One supported their ambitious plans to expand and accommodate the growing business needs.

The new system suited their business requirements for purchasing, inventory, finance, merchandise and assortment planning, and point of sale (POS).

The iVend Retail Management Suite integration with SAP Business One met the group's technology and expansion requirements.

## Business Benefits

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 -

- Increase inventory turns and reduce inventory levels
- Faster order processing led to increased customer satisfaction
- Provide cross-channel information for efficient operational actions
- Enable better planning and forecasting capability
- Offer competitive retail price and promotion management



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