

## Our Client

Our Client is one of the fastest growing Healthcare retail groups in India. The 59 retail stores across India gives international quality goods and prices hard to match. The products for each of the retail store are procured from a central warehouse located in Bangalore, India. However, the cost incurred from the large central purchase of goods and services is passed on to the consumer.

## Business Needs

- Integration of Internal Process to produce reliable information for effective decision-making
- To share data between different stores efficiently. For e.g. Inter Store Stock Transfer
- Updated product price for all stores
- Integration of large distribution networks on a common information platform in real-time
- To move and consolidate all the sales and stock data at HO level
- Eliminate staff dedication for repetitive and time-consuming task of data entry
- Customer Integration with the Customer Data application

## Solutions Provided

Retail Champ, which has been used as a single solution for large retail chain added the flavour to overall retail operations in the HealthCare Retail. It manages complete stock Inward, physical stock verifications, stock transfer to the stores and multiple user role management. The solution also provides a tightly controlled billing function with control over sales, pay mode, cashiers, stock etc.

RetailChamp was integrated with the existing View font application. RetailChamp is integrated with the View front application for obtaining existing customer information. The solution has been deployed offering maximum benefit to the client and its users viz-a-viz both the solutions.

## Benefits Derived by Customer

### Security

- Password authentication for logging into the application (POS, Teller)
- Passwords generation / validation for cashiers to do billing & bill refund
- Defining users & permissions, to allow only specific functions for the cashiers / groups

### **Authorization on Exceptions**

- Provision to allow exceptions on authorization or without authorization (configurable)
- Authorization for duplicate bill printing by cashiers
- Authorization for on-going transaction cancellation
- Authorization for manual input of credit customer code

### **Offline / Online**

- Provision to change the password of the local databases remotely

### **Article Scanning**

- Provision to scan and validate the item by barcode
- Manual product selection

### **Tax (VAT enabled)**

- Article Level Tax Definition for a date range
- In billing, article level (LST or VAT) will be calculated based on tax defined for the article

### **Credit Sale**

- Supports credit sales
- Provision to do credit sales billing on negative credit balance based on authorization

### **Bill Printing**

- Provision to configure bill printing
- Dot matrix or laser (counter wise configurable). i.e., one counter could be dot matrix and another counter could be laser)
- Plain stationery or pre-printed stationery

### **MIS**

- All the basic reports as required by Client