

customer careware
diy

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doing do-it-yourself properly

This retailer has a chain of 33 specialty paint and accessory retail stores servicing the Do-It-Yourself (DIY) customer and trade markets. Their method of using handwritten invoice & sales docket meant there was no automated stock control, requiring manual purchase order and invoices to be re-keyed into their accounting system.

They needed to upgrade their paper-based system to one that could streamline business processes, support automated inventory, deliver superior customer service such as quotations and provide a platform that could incorporate additional functionality as required.

handy Features

Transacta's 'out of the box' functionality facilitated a rapid implementation without the need for customisation. The rich features of Customer Careware allowed this retailer to significantly streamline business processes, with inventory management and head office systems providing a single point of merchandise management across all stores.

These additional features meant that an ERP system was no longer required, representing a substantial cost saving.

the right result

After a rapid roll out of 33 stores in 6 weeks, Transacta delivered a system which improved customer service, eliminated the bottlenecks and provided a platform to respond to the fluctuating needs of the DIY and specialty markets.

Customer Careware means this DIY retailer:

- Has improved customer service through faster transaction times and integrated operations
- Manages their inventory effectively, reducing operating costs and streamlining business procedures
- Has a company wide view of customer accounts for better account management
- Gained a greater visibility of the business through detailed operational reports
- Can centrally manage merchandise across all stores

Customer Careware helps this do-it-yourself retailer do it better.

Contact us on **+61 2 9459 3388** or **info@transacta.com.au**, or find us on the web at **www.transacta.com.au**.