jaldi

POTHYS SUPER STORES

TRANSFORM YOUR RETAIL OPERATIONS WITH JALDI ERP & POS

CASE STUDY

CUSTOMER

Pothys Super Store

INDUSTRY

Retail Operation

JALDI SOLUTION

JaldiPOS

HIGHLIGHTS

Making the move to Jaldi POS & ERP empowers you to:

- Seamlessly do your POS and Back Office operations. Migrate data efficiently all legacy information without any data loss within 3 to 4 weeks.

- Significantly reduce Capital Costs & Operations Costs by deploying the application in open source OS, using Open Source database.

- Access feature rich ERP that allows customizations, integrations with 3rd party APIs and enhancements.

- Run the sales operations round the clock even during network failure (99.99% uptime). Reduce 15% cost by providing prompt alters during operations.

- Access to better Data Quality with complete customer insights. Better control of the POS operations with configurable features.

- Tremendously improve your POS billing speed with the use of one key action. Self-Configured multiple Modes of payment.

- Boost both POS and Back Office users' productivity.

"We are happy to use your software, thank you to facilitate the following features Data accuracy, Offline/online billing, Uniform screen designs for easy understanding, Multiple configurable pay modes, Dynamic reports, New type of promotions, Multi-warehouse facility, Integrated calculations methods, Advanced features in cash points. Also thanks for your continued support and prompt servicing of all calls. We hope the support will continue as before."

S. Akbar, Pothys Super Stores

CUSTOMER DETAILS

Pothys Super Stores is a chain of Super and Hyper Market stores started by the Pothys Group in the year 2011 in the South India city of Trivandrum. Based on its tremendous success, the Pothys Group opened 5 more Super and Hyper Market stores across South India in the cities like Chennai, Tirunelveli, Pondicherry, Coimbatore, and Nagercoil.

Across different locations Pothys now caters to more than 30,000 registered customers and many more anonymous customers. It provides direct employment to around 150 to 200 people across these locations and employs many more indirectly.

CHALLENGES

Different software in different locations:

Initially, Pothys Super Stores used Retail POS, Smart POS and Unipro software across their different locations. Due to this a centralized view of the sales of different departments was not possible. Since data was not available on hand, decisions could not be taken quickly and efficiently.

De-centralized data management:

Due to the decentralized management of master data, the back office users were not able to manage their data efficiently and effectively.

Unsecured price change:

There was no security to prevent change of price by the users when sales happen. This resulted in loss of revenue.

Support desk:

The support given for issues reported during maintenance contract was inadequate which affected the smooth running of the day-to-day operations.

Integration with 3rd-party:

The previous system did not provide different other 3rd-party applications, which made simple processes more time consuming.

PROPOSED SOLUTION

To address the challenges faced by Pothys Super Store, **Tenth Planet** proposed a detailed Go-Live Plan that included:

- Migrating from legacy software to Jaldi Retail ERP & POS solution

- Migrating the required legacy data for all locations

- Solution hosted in Open Source environment for reduced capital and operational cost

- Rugged and intuitive POS for all kinds of users.

- Touch based User Interface.

- Extensive training and support after Go Live.

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SOLUTION IMPLEMENTATION

The Go-Live implementation plan highlights:

- Migration of the current system from Legacy POS to Jaldi ERP & POS solution while integrating Sales, Purchase, Inventory, Point of Sale, and Reporting features within the new system.

- Loading all required legacy data such as Product, Customer, Vendor, Price List, Inventories into the current system.

- Hosting the application in Ubuntu Open Source licensed servers.

- Configurable promotion management.

- Reduce the dependency for small changes like label, UI, and field size.

- Techniques & metrics used during the implementation:

  » Breaking down project into Work Breakdown Structure.

  » Tracking the project with high quality and within given budget (followed sprint, iteration and milestone tracking model).

  » Campfire for requirement discussion.

  » Incident tracking using Bugzilla.

  » Iterative Demo and scope freeze during Development phase.

  » Changes/suggestions to the features during UAT were quickly addressed.

  » Ten10 process to execute the services.

  » Basecamp access for all documentation.

  » Acceptance certificate

  » With support and assistance from Pothys' team, Tenth Planet was able to deliver the project successfully on time.

OUTCOME/ RESULTS

- Lesser upfront IT investment.
- No worries about data corruption & backup.
- Improved productivity with real time data access.
- Reduced inventory investment with optimal inventory.
- Better visibility & control on Finance.
- Offline billing facility.
- Availability of data on different devices.
- Centralized Business Management.
- Manage business from anywhere.
- Migration from legacy database within 2 to 3 weeks helped the customer to Go Live quickly with the new application.
- Customer driven price list enabled Pothys to provide/manage different levels of discounts for different types of customers boosting sales further.
- The additional security layer added during bill cancel and bill discount avoided end-user mistakes and wrong usage.
- Offline billing enabled 99.99% system uptime even during network issues.
- Intuitive color highlighter for different lines of the POS during different situations helped users to understand and react quickly.
- Automatic email reports helped the users [both top management and middle management] to know the daily sales information and make quick decisions.
- Integration with different applications like SMS, Barcode scanner, Barcode printer, and weighing scale devices helped Pothys to use the solution with minimum manual work and concentrate on doing their business effectively.

FUTURE PLANS

The future plan includes implementation process to address some of the other challenges faced by Pothys:

- Integration with HHT device for inventory update, stock transfer.
- Integration with eCommerce solution to reach out to customers who buy via online.
- Centralized management of Master Data.
- BI for Management Reports- With advanced Business Intelligence reports that collect, customize and present data in simple, accurate dashboards with impactful easy to understand visualization, the management team would be able to easily analyze complex data and make informed decisions impacting business.