

CUSTOMER SUCCESS

Fresh Choice Supermarket starts an Omnichannel Journey

with Sage 300cloud and iVend Retail.



P. Meghji Trading Limited (PMTL) is the leading supplier of imported and local products to hotels, resorts, restaurants and supermarkets in Fiji with over 100 employees. In addition to a robust wholesale business based out of their 70,000 square feet storage warehouse.

PMTL has three liquor stores and in 2017 grew their retail business with the opening of Fresh Choice Supermarket at the Denarau Business Park complex featuring upmarket liquor and butcher shops, complemented by traditional grocery fare. Featuring a vast product line, PMTL believes in customer satisfaction and providing the best possible service to its customers and retailers in the most effective and efficient manner.

Company

**Fresh Choice Supermarket
P. Meghji Trading Limited**

Location

Fiji

Industry

Supermarket & Liquor Stores

System

Sage 300cloud

Partner

**Virtualflex
iVend Retail**

Business Challenge

PMTL previously managed sales transactions via a homegrown Point of Sale solution. Without data integration, the management team lacked visibility of inventory and sales across the enterprise and operated each store as an individual unit. With plans to launch a new business venture for the group, Fresh Choice Supermarket and an eCommerce presence, the management team wanted to implement technology that could help them achieve their growth goals. With their large number of product SKUs for their B2B and B2C business, PMTL wanted to invest in a robust, Enterprise Class solution. In store, they wanted to better serve their growing customer base by processing transactions faster and delivering the best possible customer experience. Additionally, they wanted a retail solution that integrated loyalty and reporting functionality.

We are happy to have a true Omnichannel solution featuring in-built loyalty management, coupons, and gift card functionality.

Eremasi Matanatabu, Chief Operating Officer, P. Meghji Trading Limited

The Solution

After evaluating a number of systems in their efforts to find the best retail solution with Omnichannel capabilities, PMTL chose Sage 300cloud with iVend Retail to streamline their operations and integrate key in-store and head-office business processes into a single, unified system. The integrated retail solution provided complete customer details on the front-end with integrated loyalty management to track all customer contacts and purchasing preferences, and the ability to launch targeted promotions, offers, and personalised campaigns. Of all the solutions evaluated, Sage 300cloud with iVend Retail solution was the only one that met their aggressive expansion plans, including for an eCommerce venture, without the need for costly custom development. Additional reasons PMTL selected Sage 300cloud with iVend Retail solution were for the scalability of the solution and its mobile readiness. With iVend Mobile POS, the stores could easily add mobile terminals as needed to assist customers during peak season without costly hardware investments.

Business Benefits

With Sage 300cloud and iVend Retail, Fresh Choice Supermarket achieved seamless integration between its ERP solution and individual stores. The integration minimised manual data entry and potential costly errors, and provides all departments with the information they require to keep track of daily sales, deliveries and stock levels in real-time.

PMTL was pleased with the on-site implementation of their new technology systems. The functionalities, including the ability to easily design the POS receipt, report layouts and managed Offers and Promotions, Gift Certificates and Coupons, which were not supported on their previous software, have greatly improved the in-store customer experience. PMTL can now easily expand to new markets and launch their Omnichannel projects with the inclusion of an eCommerce store and integrated loyalty program. They are pleased to now effortlessly offer the same pricing and product information across all sales channels. A final benefit is their ability to improve inventory management and reduce overall carrying costs with a single stock pool providing visibility of inventory across all locations.

Sage 300cloud and iVend Retail have breathed new life into our retail ecosystem.

Eremasi Matanatabu, Chief Operating Officer,
P. Meghji Trading Limited

About Sage

Sage (FTSE: SGE) is the global market leader for technology that helps businesses of all sizes manage everything from money to people - whether they're a start-up, scale-up or enterprise. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Financials, Enterprise Management, People & Payroll and Payments & Banking. Our mission is to free business builders from the burden of admin, so they can spend more time doing what they love - and we do that every day for three million customers across 23 countries, through our 13000 colleagues and a network of accountants and partners. We are committed to doing business the right way, and giving back to our communities through Sage Foundation.

For more info, visit:

www.sage.com/au/retail

or contact us at 1800 222 040 (Australia)
0800 904 409 (New Zealand)



About iVend Retail (Solution Partner)

iVend Retail is an integrated Omnichannel retail management solution by CitiXsys that helps retailers to optimize business operations to gain more time to focus on what really matters – cultivating customer engagement and capitalizing on retail trends. iVend Retail is the chosen retail management platform for thousands of retailers in over 85 countries and integrates seamlessly with Sage and other ERPs. Our high quality and cost-effective integrated retail management solutions help retailers increase revenue, build customer loyalty, reach new customers and lower their operating costs. For more information about iVend Retail, please visit www.ivend.com.



About Virtual Flex Solutions Limited (Implementation Partner)

Virtual Flex is a Next Generation Technology Service Provider in Fiji and the Pacific Islands providing End to End Infrastructure Solutions for the digital journey. Clients benefit from an integrated suite of IT services, from assessing readiness for cloud and delivery of top of the market reference architectures through to the realisation of the benefits of virtualised infrastructure with IT service management consultancy.



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