

CUSTOMER SUCCESS

## Capezio boosts operational efficiency

*Iconic dance brand Capezio boosts operational efficiency at stores and head office with iVend Retail and Sage 300.*



### Goals

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Integrate different Point of Sale (POS) solutions used at each store to achieve a robust and fully integrated system in sync with Warehouse Management System (WMS) and ERP systems. Consolidate retail data across stores, warehouse and head office, overcome POS technical issues and receive dedicated tech support.

### Results

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iVend POS with Sage 300 enabled Capezio to integrate its store systems and provide near-time consolidated ERP/POS data. Item records and pricing are finally maintained in one central database saving Capezio administration staff valuable time and ensuring data is accurate and matching across multiple IT systems.

Company

**Capezio**

Location

**Victoria, Australia**

Industry

**Apparel: retail, wholesale and manufacturing**

System

**iVend Point of Sale, Integrated with Sage 300**

Partner

**Heritage IT**

For more info, visit: [www.sage.com/au](http://www.sage.com/au) or contact us at **13 SAGE (Australia)** or **0800 904 409 (New Zealand)**

## Challenges

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- Using different POS solutions at different store locations
- Retail data not consolidated across stores, warehouse and head office
- Retail staff couldn't access up-to-date customer data
- Manual data entry into spreadsheets required at stores
- Regular technical issues with POS solutions
- Old POS system required fast and consistent internet at the store to run
- Poor tech support for existing POS solutions with no local support
- Inefficient head office accounting processes
- Lack of integration between store systems and ERP

## Benefits

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- A modern retail ecosystem that will continue to grow alongside industry innovations
- Near-time data integration between POS and Sage 300 ERP
- Implementation of same POS solutions across stores
- One centralised database for items and pricing maintained in ERP and successfully syncing to their POS and WMS
- Consolidated retail data now easily available
- Head office accounting staff save valuable time in many day to day functions
- POS based on more modern technology which can work well with basic and slow internet
- Reliable and timely tech support
- Dedicated support during the implementation process
- iVend, Sage and WMS consultants worked closely together to achieve successful customisation allowing for iVend store stock requests, transfers and sales to accurately update both WMS and ERP stock records.

"The biggest benefit of iVend Retail is that we can now connect each of our stores and warehouse. We can now easily access consolidated customer data. And the iVend Retail team has been really keen to offer the tech support we need."

– Claire Yarnton, Head of Retail, Capezio Australia

"Now when we create the product in our ERP, there it is at both our retail stores in iVend POS. When we change prices and add barcodes in our ERP, there they are in iVend. Finally happy days! We can now run consolidated sales reports which can combine sales of items across our wholesale, retail and eCommerce divisions. This has been a big leap forward and a long time coming."

– Sam Pavone, Accountant/Operations Manager, Capezio Australia



## The challenge

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Prior to implementing iVend Retail, Capezio were using different POS solutions at its stores, which weren't integrated. This meant the stores couldn't share related data between locations, redeem gift cards, loyalty points or customer profiles.

As its Mornington retail store shares stock with Capezio's warehouse, staff were using a POS solution which integrated with the ERP and its WMS. However, at Capezio's flagship store in Elsternwick, a different POS was deployed, but not integrated with its ERP. From a back-end accounting perspective, this meant the retailer had to manage disparate sets of data, which made financial analysis time-consuming, and double entry into different systems was required.

Capezio Head of Retail, Claire Yarnnton shared that "the POS solutions were slow and inefficient as they relied on a stable internet connection. Staff couldn't access sales history or set up promotions, and the solution required a lot of manual work, including tracking sales in spreadsheets. Also, as tech support for the solutions was based in the UK, it was very difficult to receive assistance."

## The solution

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To overcome these challenges, Capezio sought an integrated POS and ERP solution that could be used at all stores, share data between all locations, including the warehouse, to simplify point of sale operations and make accounting processes more efficient at the head office.

When Capezio made the decision to migrate to iVend Retail, they simultaneously migrated their ERP to Sage 300. The company felt iVend POS was the best candidate for their requirements, because of its seamless integration with Sage 300 and the support seemed strong.

The integration of iVend Retail and Sage 300 was completed by iVend Retail's implementation partner Heritage IT. Capezio Accountant/Operations Manager, Sam Pavone said "Heritage IT handled the implementation process very well and provided excellent support through a dedicated consultant."

“Heritage IT handled the implementation process of iVend Retail and Sage 300 very well and provided excellent support through a dedicated consultant. Our stores now receive reliable and timely tech support when needed.”

– Sam Pavone, Accountant/Operations Manager, Capezio Australia



#### **Capezio**

Established in 1887 in New York, Capezio is the leading manufacturer and retailer of dance shoes and apparel. The brand of choice for athletes and performers worldwide, Capezio has operated in Australia since 2007 and now has stores in Mornington, Victoria and Elsternwick, Melbourne.

[www.capezioaustralia.com](http://www.capezioaustralia.com)

#### **Heritage IT**

Heritage IT Pty Ltd is committed to working with clients to provide innovative, effective and complete business and accounting software solutions. This is achieved by developing the highest standard of client service and a dedication to technical experience. Heritage IT Pty Ltd is a business partner and reseller of iVend Retail and Sage ERP solutions in Australia.

[www.heritage.net.au](http://www.heritage.net.au)

#### The results

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iVend POS with Sage 300 has enabled Capezio to integrate its store operations and provide the retailer with near-time ERP/POS synchronisation.

Sam Pavone shared that Capezio is now experiencing significant benefits from having integrated ERP/POS/WMS systems. POS data from stores can now be easily retrieved from Sage 300, allowing his team to quickly and easily perform accounting and financial analysis. Sam says the integrated solution helps his staff save valuable time and avoids the errors and inconsistencies. It's now easy to consolidate figures from both stores and they no longer need to perform double entry. Information is far stronger and lends itself to better decision making.

Head of Retail, Claire Yarnton says operations at both Capezio stores are smoother and more efficient. Her team can now access consolidated product and customer data. They receive reliable and timely tech support from iVend and her team is no longer experiencing POS-related technical issues.

#### **Find out more**

For more info, visit: [www.sage.com/au](http://www.sage.com/au) or contact us at **13 SAGE (Australia) or 0800 904 409 (New Zealand)**

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