Concorde.
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Concorde Uses **iVend Retail** to Expand and Franchise Internationally

Industry: Fashion & Apparel

Region: Middle East

Solution: iVend POS, iVend Loyalty, SAP Business One on HANA Integration

Goals: Expand limited capabilities of former POS to integrate with SAP and internationalize systems to become a worldwide fashion retailer.

Obstacles: Lack of data accuracy, system instability and latent data replication.

Results: A solution that can grow alongside their global expansion with 95% data accuracy, system stability and on-time data replication.

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A Growing Global Fashion Brand

Concorde is a leading and internationally-expanding fashion brand designed and made in Jordan.

Boutique retailer with seven brick and mortar locations (Jordan and Palestine), an eCommerce store and a new franchise program.

www.concorde.ws

Concorde recently obtained the ISO 9001 certificate and is working to meet the international accepted standards for designing products, purchasing, storing, distributing, selling, customer service and registering customer complaints and needs.

Concorde is expanding its business outside of Jordan. They have recently launched a franchising program developed to fit the needs of different areas in the world, and to fit different investor tastes. They selected iVend Retail to help them modernize, globalize and meet their franchise plans.

At a Glance

Achieved 95% Data Accuracy

Using iVend Retail, Concorde is able to:

- Access sales data at any time and from anywhere in the world
- Order stock efficiently and effectively and easily manage reorders
- Give staff more autonomy in daily operations with an easy to use POS
- Integrate data with on-time replication with SAP Business One on HANA database
- Implement a smoother sales tracking system with iVend Reporting & Analytics

iVend Retail

The Challenge

Concorde was using Macro Apps Fashion System and experiencing issues with data inaccuracy, system downtime and slow data replication. The retailer needed an upgrade!

After deciding to expand and franchise internationally they required a solution they could rely on, easily make enhancements to and one that would integrate with their ERP, SAP Business One and database, SAP HANA.

Concorde also required a solution that supported coupons, Gift Certificates, customer loyalty and would address their dataflow concerns and allow them to better track key KPIs and view sales data and inventory from anywhere, anytime.

They realized that a strong Point of Sale system would be in Concorde's best interest and set out to find the perfect fit.

Challenges

- Poor data replication and accuracy

- Limited capability of the old software for enhancements

- No integration with SAB B1 ERP or HANA database

- Need for a system with coupons, Gift Certificates, loyalty points and promotions

- Support of a phone number-based loyalty program

- Integration with barcode scanners and fingerprint readers

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The Solution

iVend Retail came highly recommended as the leading retail management solution to work alongside SAP Business One & HANA and Concorde made the switch.

After implementing iVend Retail, Concorde now has the ability to grow to multiple stores with regionalization support without additional IT infrastructure. Real-time data for sales, accounting, forecasting and inventory management data are readily available Upon implementing iVend Retail, the system's ease-of-use meant that employees could get everything up and running quickly, and the intuitive design allowed them to start using iVend immediately with minimal disruption to sales.

Benefits

- Fast implementation without disruption

- Integrated customer loyalty program with 21,000 members

- Full ERP and database integration

- Enhanced dataflow processes with 95% accuracy

- Fast data replication and data transfer scenarios

- Updated accounting GL journals

- Increased employee satisfaction

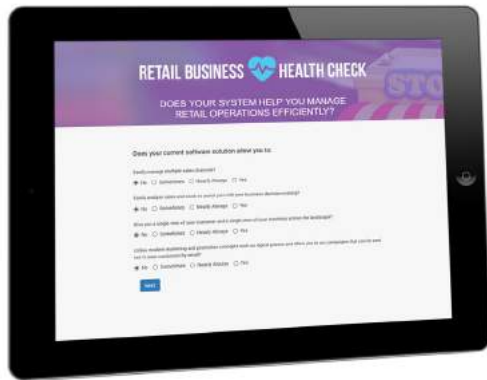- Improved customer experience with quicker checkout times

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As a retail organization disruption was our biggest fear. Hence we took time before taking a decision to migrate to a sophisticated solution, iVend Retail. CitiXsys helped us upgrade smoothly to the new system. We are able to see considerable improvement on our customer service, inventory visibility and customer satisfaction.

- Mohammad Abu Hejleh, IT Manager, Concorde

iVend Retail

Optimize your Omnichannel Strategy with iVend Retail

Health Check

Take our free Retail Health Assessment to identify key issues in your retail systems

- Are areas of your business exposed?
- Are you part of the new retail age?
- Are you equipped to meet the demands of your customers?

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iVend Retail
a CITIXSYS product

iVend Retail by CitiXsys is the omnichannel retail management solution for the way retailers work today. It delivers a fully integrated solution designed to enable change, not just built to last. iVend Retail innovates retail technology, providing a technically superior solution and offering open APIs which can be integrated broadly with leading ERPs and customer-facing applications.

ivend.com | citixsys.com

contact@citixsys.com

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