Orion POS Success

Datec "answers the call" when Vodafone Fiji requires a solution

... to its distributed Point of Sale problem ...

Problem...... "How do you connect multiple retail stores, many on outlying islands to Sage Accpac ERP at a central head office reliably enough to process point of sales transactions?"

When Vodafone, the primary cellular telephone provider in Fiji asked this question, Datec (Fiji) Ltd, devised a solution based on the Orion Point of Sale System and Citrix Terminal Environment.

Vodafone is the primary cellular telephone provider in Fiji. As such, it operates a number of retail outlets throughout the island nation. Vodafone Fiji sells cellular telephones, phone accessories, phone cards and phone plans to virtually the entire population of Fiji through its network of four retail outlets.

On the surface, the solution to this problem seems quite straightforward; in reality, it is rather complex. The real issue is reliability. How do you reliably deliver POS transaction processing capability to outlying retail stores? More to the point, how do you deliver this capability without having computer or software technicians on staff or nearby? Add to this the fact that on any given day Vodafone processes thousands of transactions through the point of sale system and you've got a recipe for disaster if the solution doesn't function flawlessly. In addition, at the heart of the proposed solution lies the internet. Is it reliable enough to run a point of sale system on?

At first glance, there are plenty of possible solutions to this problem. In reality, few solutions could meet the client's requirements, deliver a reliable economic solution and tie into the company's existing Sage Accpac ERP accounting system.

Is the internet reliable enough to run a point of sale system on? Apparently so! Vodafone Fiji has been operating this solution since September 2005 and has yet to have any real interruptions in service.

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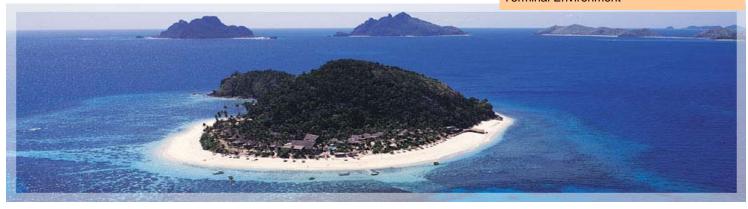
SUMMARY

Connecting multiple retail outlets reliably to a centralized accounting system was the problem that lead to the search for a point of sale system for Vodafone Fiji. The organization utilizes the Sage Accpac ERP accounting system for its accounting and the Orion Point of Sale System point of sale transaction processing. To date, Vodafone Fiji has realized significant benefits from running this solution due to its stability and ease of use, resulting in a comparatively low total cost of ownership.

THE PROBLEM

Vodafone Fiji operates four retail outlets located throughout the island nation of Fiji. How do you connect multiple retail stores, including stores on outlying islands, to Sage Accpac ERP at a central head office reliably and economically and still maintain high performance point of sale transaction processing capability?

SOFTWARE SOLUTION

Orion Point of Sale System, Sage Accpac ERP accounting system and the Citrix™ Terminal Environment

… The Orion Point of Sale System is directly integrated into Sage Accpac's Serialized Inventory, Inventory Control, Bank Services, Tax Services, General Ledger & Accounts Receivable ….

Total Cost of Ownership

Getting this solution to work is one part of the problem. In order to be truly successful, the economics of running the system must be brought into the accounting. The decision to run the Orion Point of Sale System on the Citrix Terminal Environment has had a significant positive affect on the total cost of operating the system. This is due primarily to the fact that there are no significant parts of the system operating at the POS workstation level. Almost everything requiring support and maintenance resides at the head office! This is an important point when you consider that Fiji is an island nation and Vodafone's retail outlets are not all located on the same island!

Another major issue affecting the total cost of ownership of this solution involves the staff training, particularly at the retail level. *"It took me 2-3 hours to train the staff at the retail outlets to be fully competent with the product and one (1) days training with the POS administrator to implement and fully configure the product"* says Amit Prakash of Datec (Fiji) Ltd.

Accounting System Integration

A high level of accounting system integration delivers significant added benefit to point of sale system integration. The fact that the Orion Point of Sale System is seamlessly integrated to the Sage Accpac ERP accounting system eliminates any potential duplication in processing and removes potential errors or omissions possible with incomplete or complex point of sale system integrations. This is further reinforced when you consider that significant parts of the inventory are serialized. The Orion Point of Sale System is directly integrated into Sage Accpac's Serialized Inventory, Inventory Control, Bank Services, Tax Services, General Ledger & Accounts Receivable.

Orion POS

After implementation, the benefits of the new system were obvious to the management and staff of Vodafone Fiji.

BENEFITS

Real-time integration between ACCPAC ERP Series™ and The Orion Point of Sale System has enabled Vodafone Fiji to centralize transaction processing for four retail locations into a common Accounting system database. The result is a totally integrated point of sale system requiring a minimum of support and training. Overall, the total cost of ownership when compared to other possible solutions is very low.

HARDWARE

Windows 2003 Server Network
PC Workstations
Touch Screen displays,
Cash drawers,
Epson TM U220 slips printers
PSC scanners

"It took me 2-3 hours to train the staff at the retail outlets to be fully competent with the Point of Sale System and 1 days training with the POS administrator to implement and fully configure the product"

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About Orion Digital Integration Inc.
Orion Digital Integration Inc is a leading Accpac Advantage Third Party Developer specializing in Point of Sale Applications for Business.

For more information visit www.odiglobal.com

About ACCPAC
ACCPAC International, Inc., a subsidiary of The Sage Group, plc, which operates as Best Software in North America, provides end-to-end business management applications for small and medium sized businesses. Look to ACCPAC for fully integrated software that delivers high performance, advanced functionality, cross product integration and unmatched freedom of choice. Integrating powerful front office Web and wireless capabilities with back office accounting and operations, ACCPAC provides companies with the systems they need to enhance competitive advantage and increase profitability.

For more information, visit www.accpac.com.