NAV-One Case Study

Singer India Limited

Delivered by:

Prudence Technology Pvt. Ltd.

Singer India Limited

Singer India Limited have near about 100 Retail Stores in PAN India. They are famous for large verity of Swing Machine and Home Appliances Products.

About SIL:

Singer India Limited (SIL) has two major business segments – Sewing Products and Home appliances. Their range of home appliances span across food processors, dry iron and steam irons, mixer grinders, Sandwich makers and toasters, hand blenders, etc. The company has recently added room cooler and water heaters to its wide product portfolio. The products are marketed under the brand "Singer" & "Merritt" with showrooms, distribution networks and a very strong after sales service network Pan India.

Project Overview:

- Fully Automated Sync in Real Time between NAV-One and MSD-Navision
- Real time Order Management
  - Sales Order
  - Point of Sales (POS)
  - POS Credit
- Real time price, Scheme and inventory fetching.
- Real time gift card issuance and redemption.
- Real time Gift card issuance SMS to customer.
- Retail Store Financial Management
  - Bank Payment
  - Cash Payment
  - Bank Received
  - Cash Received
  - Contra Transaction
- Inventory Management
  - Real time stock checking at the time of Retail Sales
  - Stock Transfer
    - Transfer Inward
    - Transfer Outward
- Purchase Requisition through Indent.
- Documents Reports
  - Sales Invoice
  - Sales Return Credit Note
  - Transfer Shipment
  - Transfer Receipt
  - Bank Payment Voucher
  - Cash Payment Voucher
  - Bank Received Voucher
  - Contra Voucher

- MIS Reports
  - Stock Movement Report
  - Cash Book
  - Bank Book
  - Day Book
- POS History
  - Posted Retail Invoice
  - Posted Sales Return Credit Note
  - Posted Transfer Shipment
  - Posted Transfer Receipt

Challenges:

Being SIL Stores located in all over PAN India we have to handle large number of users to maintain the retail transactions in new browser based POS System. Before implementation of POS System all their processes were manual or on tally. They no only faced problem in coordination of processes but also in making entries manually. There were issues like data duplication and lack of sales indicators. It had become difficult for them to manufacture, serve the customers, maintain raw materials, manage sales people etc. They were in need of an POS SYSTEM Solution which could facilitate them in providing quick customer services, support them in cash, credit and debit card payment made by customer, facilitate them to set and modif menu items and prices, track amount of daily consumption, give information about the availability of ingredients, give billing history as per customer and order, generate various reports etc. The company thus decided to migrate to POS SYSTEM solution in order to achieve operational efficiency and increase revenues.

Benefits:

With Such POS system in place. SIL managed to increase our business, now they have…

- Happy Customers
- Happy Staff
- Increased Margins
- Automated Operations
- Improvement Efficiency at Store
- Improved Inventory Management
- Increase Sales up to 20%
- Reliable Accounting
- Real Time Reporting
- Efficient Gift Card Program for repeat customers
- Fast POS serving more customers in same time
- Effective control and management of overall business