



SmartSuite - Point of Sale & Financial Management System Customer Solution Case Study

Mixed Business Owner Says Of Implementing Redcat POS & Business Management System: “If I Can Do It, Anybody Can Do It!”

Overview

State or Region: Regional South Australia

Industry: Retail Food

Customer Profile

Phillip & Helen Myers have owned and operated an extremely busy mixed retail/café business, Killara Food Centre, since 1995 in South Australia's largest regional city, Mount Gambier.

Business Situation

To improve the management of his business, present a more professional image to his clients, reduce stock losses and improve staff productivity, Phillip & Helen looked for a business management solution that would be easy to implement in their busy retail environment

Solution

Redcat SmartPOS and SmartREST from authorised Redcat reseller, Possum IT. The system was easy to implement and learn, accountability of staff improved, and up to date information allowed Phillip & Helen to monitor performance on an hour by hour basis.

Benefits

- Exceptional level of support
- Staff accountability
- Sales Reporting & product performance
- Simple and easy to implement/learn
- Professionalism – business growth

More Information

For more information about SmartPOS or other Redcat products, call Possum IT at 08.8410.0950

To access information via the web go to:
www.PossumIT.com.au

Authorised Reseller of



“The system makes everyone a lot more accountable. The wages package is doing more and more for us every day, the sales reporting has definitely helped with ordering and product performance. It allows us to keep an eye on the business on an hour by hour basis ”

Phillip Myers, Owner, Killara Food Centre

Phillip & Helen Myers have owned the Killara Food Centre in Mount Gambier for more than 13 years, and are always on the lookout for ways to improve the business. From the time they took it over they've grown it from a simple deli to a thriving mixed business/café. When it came time to review their Point of Sale and Business Management Systems, Phillip and Helen chose Redcat, from authorised Redcat reseller, Possum IT.



Phillip says: “To implement, it's as simple as they come. If I can do it, anybody can do it. I don't even use a mobile phone, I can't SMS, but after a couple of days we were completely comfortable with the system, changing prices and keypad layouts and colours. You can try things, and if they don't work, you haven't done any damage. No – it's very simple”

Killara employs about a dozen people, and one of the great advantages the Myers' saw with Redcat was its full integration from Point of Sale through to Wages, Client Accounts and Financials.

When asked about the level of support he receives from Possum IT, Phillip said: “The support we've received is 100%, it's an A+. I think you'll find most people consider support to be critical, because it's important that the system is always running. And when you guys can log into our computers and sort a problem out straight away, what more could somebody want.”

So would you recommend the system to other businesses, Phillip? “I wouldn't hesitate in recommending to anybody that was thinking of buying the system, to just do it. It's probably the way we should have gone years ago. We're very happy customers.”

