

IKA provides the technology to cope with International Supermarket's rapid expansion

IKA's systems greatly improves communication between the warehouse and store



Since the start, International Supermarket has always done their best to provide customers fresh, first class quality and the reasonable prices on their products. International Supermarket actively searches for the newest and the highest quality products from around the world allowing its customers to taste produce from many different countries.

International Supermarket owned and managed by Mehmet Oztas is a specialist ethnic food store mainly specializing in Mediterranean Foods. Mehmet has been so successful in delivering value for his customers that his business grew exponentially in the past five years and in the process he has acquired two more units next to his store and moved his stockroom to a nearby warehouse. Keeping the majority of the stock in a different location to the actual store would have caused serious problems, due a break down in communications, however IKA worked closely with International Supermarket to find a solution.

EPOS Solution

Together with this rapid growth Mehmet faced new challenges and as his preferred technology partner IKA worked closely with Mehmet to implement front and back office systems to enable his business better serve his customers. The Epos system was upgraded and POS terminals increased to 8 lanes to cope with increased business. The back office operations were also streamlined and optimized to reduce the stock replenishment time as the stock was now kept at a different location. One of the challenges was centered around the fact that Mehmet's business specialized in fresh fruit and vegetables which required extreme attention as these had a very short shelf life. The new system installed enables Mehmet to keep his profitability on target by generating orders based on seasonal demand and past sales history.

Business benefits

Information flow within the business was also greatly improved by creating a secure virtual web network using broadband internet connection where orders from the store are sent or viewed online and stock levels are optimized both at the warehouse and the store hence reducing response times. Casio DTX-10 handheld terminals with IKA's Retail v1.0 software were utilized for ordering, stock control and recording deliveries. The combination of the handhelds built in laser barcode scanner and the database in IKA's Retail v1.0 software allows delivered and stock items to be easily entered onto the system. The business also benefits from an ongoing training and support program where both IKA's project managers and Mehmet's managers meet on a regular basis to review and improve systems as and when required.

What they say...

"IKA has been providing me systems for over 15 years now, and they have been a major factor in the growth of my business. IKA have always worked closely with me and are always there to help me make important business decisions. I was very worried about the lack of communication between my store and warehouse as it was vital that both sites knew the status of the other in order to maximise their efficiencies. After looking to IKA they implemented an internet network which provides the link between both the sites."

Mehmet Oztas – (managing director).



Contact:
IKA Retail Solutions Ltd
Ph: 020 8886 3100,
Email: sales@ikaepos.com

CASIO | **IKA**