

Yasar Halim improves customer service and streamlines store operations using SMART-POS

“Reliable affordable and easy to use”



The first Yasar Halim supermarket was opened in Harringay in 1981. Yasar Halim is now a very well established name amongst Cypriot, Turkish and Greek families travel across London. They are willing to travel from far and wide for the warming traditional breads, fresh Cypriot fruits, and delicious baklava. The most recent addition to the Yasar Halim name is the enormous Palmers Green branch set up by Mehmet Halim in 1998 under the name of Fresh Valley Foods. The company's relatively successful growth and increasing need for floor and parking space forced Mehmet to relocate to a larger premises with customer parking and offices last September. IKA being IT solution partners for Fresh Valleys' from its early days were given the responsibility to provide and implement the Front and Back end IT solutions.



EPOS Solution

The project involved installing 6 Point of Sale (POS) terminals linked to scanners, scales and printers all networked using an IBM server with five back office client PC's running Retail Stock and Management software (SMART-POS). Microsoft Windows 2003 server run on the IBM server and windows XP was configured on the client Pc's and POS terminals.

For full control over weighable products fruit and vegetables can be weighed at the point of sale were as the other weighable items e.g. meat, olives etc. were weighed using the specialist CAS scales which allowed custom barcodes to be produced encoding the price according to the weight. These barcodes could then be scanned in at the point of sale thus allowing a record of all weighable item sales to be stored in the system.

Business benefits

The need for accessing information securely and quickly meant each terminal had to be configured with relevant user security and virus protection software. The need to print in store marketing material, merchandise labels and Management reports meant various printers, labelling printers and scanners were installed within the network. Training staff and management at various stages of the implementation was personally overseen by the IT managers of both companies. Evaluating and addressing the ongoing IT requirements of Fresh Valley means that IKA plays an important role in providing Mehmet with the information to better serve his customers.

Before SMART-POS other stock control software packages had been used for some years but have always provided disappointment with respect to both functionality and the cost.

What they say...

"We're not software novices, but although we've used stock control software for some time now, it's never lived up to the salesman's promises. And unfortunately the software that I know will work costs a fortune both to buy and run - it really needs a full time IT expert - which is not a cost I want to bear.

Things have definitely improved since we started using SMART-POS though. Now I've got a package that is affordable, reliable, easy to train people on and very well supported indeed. Keeping my finger on the pulse of the business from the PC on my desk has never been easier. I know what is selling, when its selling, the takings, the waste, and have all the reports I need." – Mehmet (Managing Director)

Contact:

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