

# Case study : Retail ERP

**SODTECH**  
Solutions on Demand

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**iDempiere**  
Open Source ERP System

# Retail ERP

## Improved Business Agility with SODTech Opensource ERP

*“ADempiere allows us to build an interface which is custom made for the work done by the employee. It helps them to stay focused in the tasks allocated to them. The employee is not distracted by the other functionalities in the system.”*

*Balkishan Chandak,  
CFO, ARAMARK*

### Client Profile

FINEST Group Limited is one of the well-known companies in Kabul with Retail, Insurance and Mining businesses. For Finest Supermarket, the retail wing of Finest Group with 5 stores in Kabul has the product line which includes Grocery, Electronic Items, Produces, Garments, Cosmetics, Jewellery, Toiletries, House ware and Kitchen Ware, Toys, Medicines, Computer accessories & office stationary items.

FINEST Supermarket being a forward-looking business recognized the need to pace with changing technology. So they decided to go for an Enterprise solution to integrate all functions of the organization and approached SOD Technologies, Cochin to implement an open source ERP solution.

### Client Profile

Consolidated view of the day to day activities was the key problem faced by FINEST. The procurement, material management, and sales were not linked with a centralized system which hindered the MIS report generation and decision making by the top management.

The procurement division lacked standard procedures and process in place. Requisition by the stores is not handled properly which deprived them of essential items.

Yet another challenge was the improper sales data collection, stock control and performance reporting by the legacy system. The existing system could not manage multiple currencies, multi and mixed mode payment, park sales, multi layered inventory categorization and multi brand.

## The Solution

SODTech proposed iDempiere ERP, an open source solution which is not tied by any licensing cost for functional changes or version upgrade.

Instance of iDempiere was installed in all the retail outlets to which multiple billing counters with robust POS system is integrated to capture the sales and payments. Similarly warehouses also have the ERP system installed to manage purchase and inventory management activities.

iDempiere ERP solution introduced the standardized processes for purchasing, sales, inventory management and financial accounting in the retail industry. The Material Management module enabled the management of multiple warehouses/stores with up to 3 dimensional structuring of storage and transit space to which products could be received to and stripped from.

The system has implemented a well defined workflow and approval procedures mainly for the requisition in the procurement division.

The POS section which had faced the major challenges has got a serious face lift with Park sales facility, multi currency management, multi and mixed payment mode, user friendly interface. Loyalty management system was integrated along with the system which helped organization to capture vital customer information.

A Custom Enterprise mobile application was developed for hand held scanner devices. This provided the provision for remote scanning thereby reduced the need of manual data entry and saved time and labour during material receipt and physical inventory count.

Other feature of the system included the two levels of categorization of inventory as parent categories and product categories by default, and provides flexibility to re-structure into group, sub group and brands. For products without UPC, the system will auto generate Product Code which could be printed using a barcode printer and stuck on the products.

## The Benefits

Finest now have a consolidated view of the system with the new online synchronisation feature. The data from the retail outlets and Warehouses are synced with the central server located at the HQ thereby providing a centralized management and quick managerial decision making.

The ERP system provided FINEST with a structured warehouse management system, improved process standardization, efficiency, and adaptability with readily available information for financial reporting on the fly.

FINEST benefited both financially and reducing uncertainty in the process of procurement of goods. Dashboards showing fast moving goods and location of demand helped the organization to store optimal and thereby reducing storage cost and minimizes damage. The problem of under stocking and overstocking of goods is now avoided.

The POS system ensured better customer service by the quick billing activity and also controlled malpractices by the employees. MIS reports based on multiple levels of product categorization can be generated without any manual activity.

The loyalty management card system enhanced the customer shopping experience and helped FINEST to increase sales and keep track of the customer buying patterns which is rewarding both for the customer and organization.

Overall the new system has helped FINEST to build a strong base to concentrate and plan on new avenues for growth. In short the system has prepared company for growth by infusing it with more operational agility and flexibility.

## Client Profile

Standardized Business Processes

Improved workflow and efficiency

Increased cost- effectiveness

Improved visibility

Integration of overall business functions

Gain higher ROI faster

Improved International Operations

Immediate access to enterprise

information

Optimize IT Spending

The logo for SODTECH, featuring the word "SODTECH" in a bold, blue, sans-serif font. The background of the page is white with a large, diagonal, light blue and grey graphic element that resembles a stylized 'S' or a series of overlapping bands.

Solutions on Demand

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A large, stylized, light blue and grey graphic element in the bottom left corner, resembling a large 'S' or a series of overlapping bands.

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