



Ming Wuoy reduced admin, improved store processes and increased profits with iVend Retail

Industry: Multi-Brand Retail Store

Headquarters: Cambodia, South East Asia

Solution: iVend Point of Sale

Number of Stores: 7

Number of POS: 8

Deployment: On-Premise

Goals: Upgrade IT infrastructure and modernise legacy systems to streamline retail operations with the ability to create and offer engaging promotions to its customers for boosting sales.

Results: An end-to-end, omnichannel retail management system that modernised the IT infrastructure, improved stores processes, offered greater control over inventory with quick and accurate reporting to take informed business decisions.



About Ming Wuoy



The Ming Wuoy Group, established in the Kingdom of Cambodia, is a diverse combination of businesses designed to cater to the needs of consumers in a developing economy. Their mission is to be the first in retail of furniture, lighting, fashion, restaurant, designing and entertainment club in Cambodia and to be the employer of choice for all Cambodian people. Some of the leading brands under their umbrella include Charles & Keith, Adidas, Pedro Footwear, Philips, KTM Motorcycles, Armani Exchange among others.

www.mwgroup.com.kh

Challenges:

- Outdated/legacy point of sale and IT systems
- The Point of Sale (POS) lacked the ability to accommodate multiple brands
- Lack of reporting or dashboard tools
- Inability to create customised promotions
- Inability to work in offline mode

Benefits:

- Ability to integrate multiple brands with real time visibility into inventory movement
- Ensures business continuity by working in offline mode
- Integration to online eCommerce portal through the iVend API's
- Gain key business insights through highly detailed and accurate reports
- Ability to create a wide range of promotions to boost sales



The Challenge

Ming Wuoy struggled with QuickBooks Accounting and POS due to its inability to consolidate multiple brands and work in offline mode in case of no or intermittent internet connectivity. Absence of an integrated promotion engine meant Ming Wuoy could not offer engaging offers to its customers.



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iVend Retail is a fully integrated omnichannel system that is always looking to the future for more benefits to the retailer & customer. It has everything in its suite that we need including inventory management, reporting, ERP integration and an excellent after sales support.”

- Mr. YC Ng, Head of Division, Ming Wuoy Group



The Solution

iVend Retail offered the platform Ming Wuoy was looking for, keeping in perspective its long term business plans. iVend POS was able to help them establish standard business processes and provided integration to their online eCommerce portal through the iVend API's. The retailer saw an increased visibility into sales and inventory data and was able to implement a common inventory pool for their multiple brands. With access to different reports and dashboards in real time, the retailer saw a significant improvement in the inventory procurement process and was able to attain in-depth insights into their customer's buying behaviour.



The Results

iVend Retail's leading software solutions gave Ming Wuoy a modern, integrated omnichannel system to efficiently run and manage their entire retail operations. iVend Mobile POS' offline mode allowed the staff to focus on their job of servicing customers and generating higher sales without worrying about backend issues like no internet connectivity. The newly acquired ability to create multiple offers and promotions allowed the retailer to boost store sales. With access to elaborate and accurate reports on business performance, the management was able to realign their strategy to make the business more competitive and profitable.



Implementation Partner



ADDON BUSINESS SOLUTION

Addon Business Solution Co., Ltd (ABS) established in 2012, is an iVend Retail Gold Channel Partner. Their business focus started as a software outsourcing company however, over the years ABS have grown to become technical consultants and provide complete end to end solutions to their customers. They offer in-house retail systems (Retail, SPA, Restaurant), enterprise retail solution (iVend Retail) and an ERP solution for SME (SAP Business One), as well as integrations with many 3rd party solutions such as web, API, Mobile App and others.

www.productaddon.com



Optimise your Omnichannel Strategy with iVend Retail

Health Check

Take our free Retail Health Assessment to identify key issues in your retail systems



- Are areas of your business exposed?
- Are you part of the new retail age?
- Are you equipped to meet the demands of your customers?

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iVend Retail by CitiXsys delivers Enterprise Retail Management Solutions on Cloud. Our SaaS platform empowers retailers to provide exceptional customer experiences throughout the entire shopper journey. iVend Retail includes complete infrastructure and application management solutions for head-office, back-office and customer-facing operations with software modules for point of sale (POS), mobile POS, customer loyalty, eCommerce, digital passes, retail reporting and analytics with out-of-the-box integrations to Magento Commerce, Sage 300cloud and X3, Microsoft Dynamics 365 Business Central, SAP Business One, S/4HANA and IS-Retail. Our suite of solutions are available through a worldwide network of certified partners.

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