



iVend Retail Enables MonkeySports with its Integrated Retail Management Solution

Industry: Sporting Goods

Region: Texas, North America

Solution: iVend Point of Sale, iVend Loyalty, SAP Business One Connector, iVend Mobile POS

Number of Stores: 10

Number of POS: 36

Employees: 100

Deployment: On-Premise

Enterprise Resource Planning (ERP) Software: SAP Business One

Goals: Speciality sporting goods retailer, MonkeySports wanted to remain competitive and increase profitability by improving retail operations and rewarding loyal customers.

Results: An end-to-end, omnichannel retail management system that modernised their IT infrastructure, integrated to SAP Business One, and improved the speed of everyday transactions.



About MonkeySports, Inc.



MonkeySports, Inc. is a leading online retailer of ice hockey, lacrosse and baseball equipment. The flagship site of MonkeySports is www.hockeymonkey.com; the number one ice hockey e-commerce in terms of traffic, product offering and sales. The company continues to build on its success in hockey by expanding into lacrosse and baseball beginning in 2003 and team sports in 2009. Its first store was initially operated as a small hockey store and consisted of only three employees. Now, MonkeySports owns and operates fourteen retail stores. Currently, there are stores in Texas, New Jersey, Massachusetts, Colorado, New Hampshire, California, Sweden, and Canada. The company also runs six online store websites. In 2013, MonkeySports was ranked in Internet Retailer's "Top 500 U.S. E-Retailers" at number 241.

www.monkeysports.com

Challenges:

- Outdated Point of Sale (POS) system resulting in slow processes
- Inefficient transaction processing often resulting in missing transactions
- No integration between POS and SAP Business One
- No ability to offer a loyalty program and other promotions

Benefits:

- Ability to manage complex transactions without any data loss
- Seamless integration to SAP Business One
- Integrated Customer Loyalty Programs to boost repeat sales
- Better reporting and stock reconciliation between the POS and the ERP

The Challenge

Prior to iVend Retail, MonkeySports used Comcash for Point of Sale and other retail functions. However they faced challenges around slow transaction processes, lack of systems integration leading to unreliable data and missing transactions. Staff were dissatisfied and customers were unhappy with the lack of customer service. All of which failed to put them in a position to readily keep up with retail trends, such as rewarding customers for their loyalty. Furthermore, they needed a system that could handle customised speciality transactions for drop-shipped items and needed a retail application that would seamlessly integrate to SAP Business One.



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Our decision to invest in iVend Retail has allowed our MonkeySports to grow. iVend Retail offers a wealth of omnichannel capabilities and we hope to take advantage of these solutions in the future.

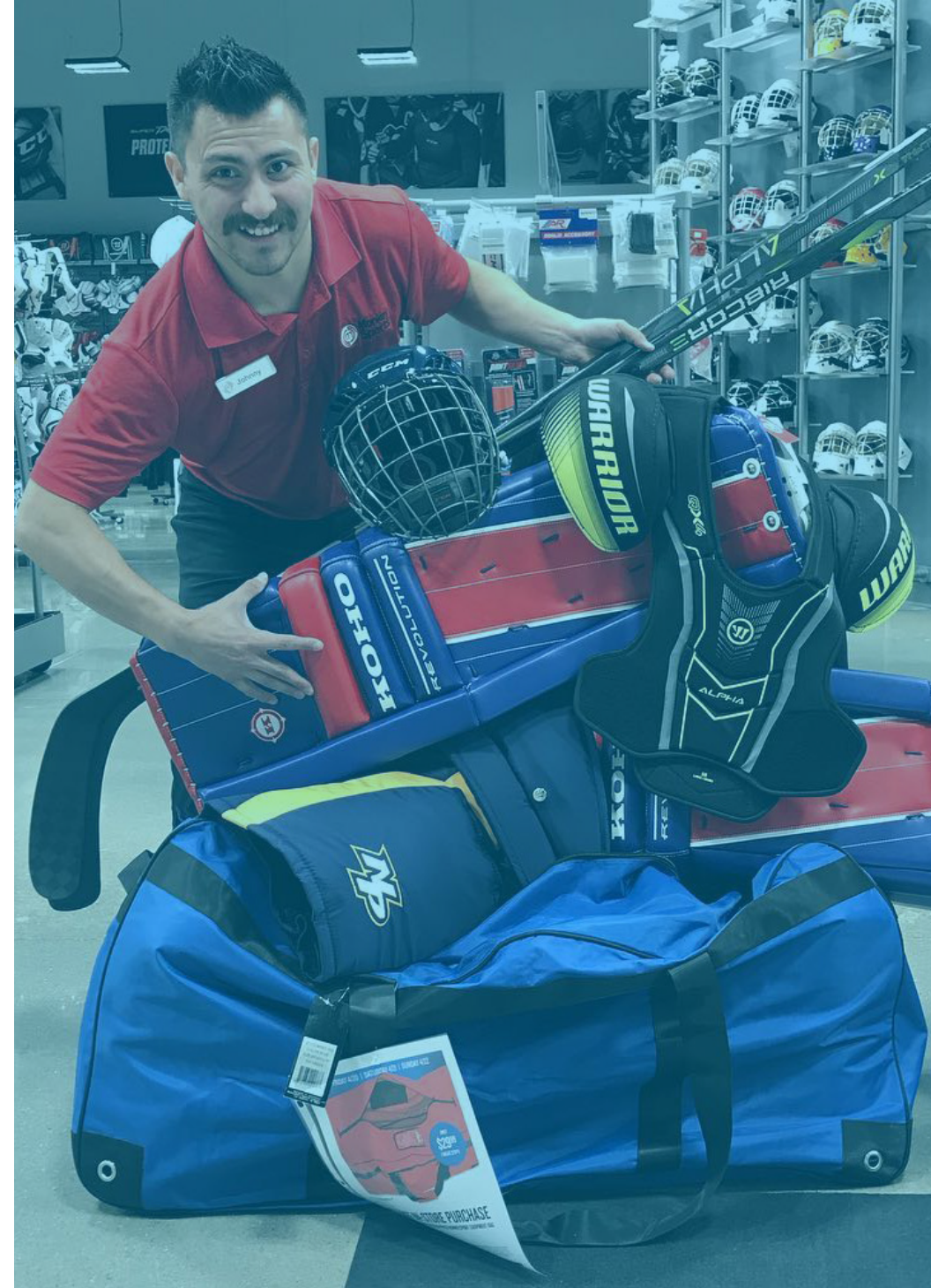
- Justin Baribault, MonkeySports, Inc.



The Solution

iVend Retail provided MonkeySports a reliable retail solution enabling them to streamline their operations and more importantly worked alongside their SAP Business One solution.

iVend Retail gives the management team at MonkeySports access to centralised data from all sales channels with real-time visibility into sales and inventory data, and a common inventory pool for managing their multiple stores.

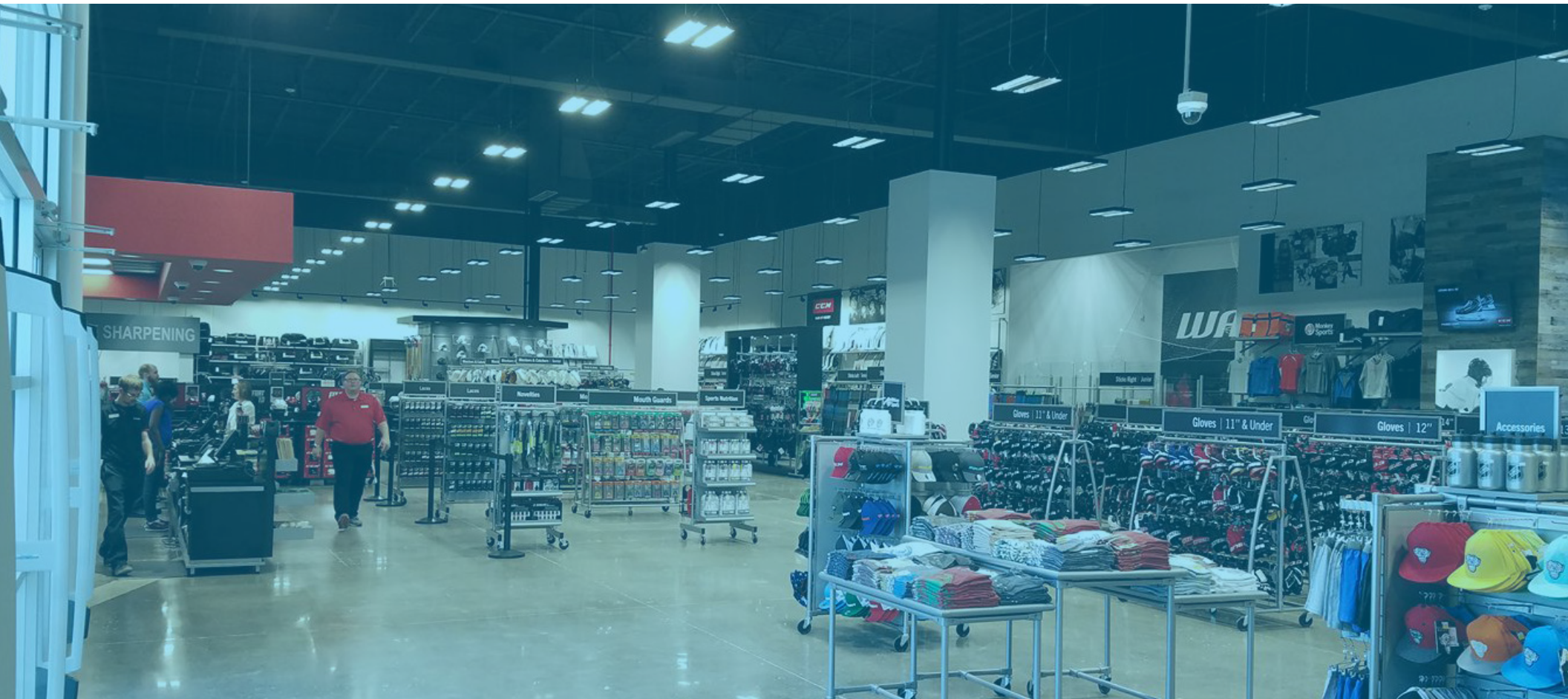


Learn more about how iVend Retail seamlessly integrates with **SAP[®]Business One** via rich API functionality. 

The Results

With iVend Retail, MonkeySports now has a modern, integrated omnichannel system to efficiently run and manage their store operations and build new capabilities as needed. With an integration to SAP Business One, their data synchronisation is near perfect with a reliable single source of data which has enabled inventory accuracy for managing stock levels across all sales channels.

With 99.99% uptime, faster transaction processing and an interactive user interface, MonkeySports can offer a fast checkout experience to its customers. As well as offer a robust loyalty program for their customers to boost repeat visits to all hockey fans.



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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?

[READ MORE CASE STUDIES](#)



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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