



## SmartSuite - Point of Sale & Financial Management System Customer Solution Case Study

### Gourmet Chain Owner Says POS and Business Management System Has Improved Both Management and Operational Aspects of His Business

#### Overview

**State or Region:** South Australia

**Industry:** Retail Food

#### Customer Profile

Mark Najar has taken a single "delicatessen" style business in a busy upmarket shopping centre and duplicated that success by growing Viva Gourmet to a multi-store venture now operating in all the major shopping centres in South Australia

#### Business Situation

To improve the management of his business, present a more professional image to his clients, reduce stock losses and improve staff productivity, Mark looked for a business management solution that would be easy to implement in their busy retail environment

#### Solution

RedCat SmartPOS and SmartREST from authorised RedCat reseller, Possum IT. The system was easy to implement and learn, management of staff and KPI's improved, and up to date information allowed Mark to ero in on the growth aspects of his business.

#### Benefits

- Management reporting exceptional
- Staff productivity up
- Professionalism – business growth
- Fraud, theft & stock loss minimised
- Simple and easy to implement/learn

#### More Information

For more information about SmartPOS or other RedCat products, call Possum IT at 08.8410.0950

To access information via the web go to: [www.PossumIT.com.au](http://www.PossumIT.com.au)

*"The system definitely plays a big part in our level of profitability. It keeps the staff honest, they know they have to be very diligent and that the system provides information about what they are doing – absolutely imperative in a cash based business, and it just removes the temptation to do anything wrong".*

Mark Najar, Owner, Viva Gourmet Chain

One of the things Mark Najar, owner of Viva Gourmet understands is that it is critical, if you want a successful business, to know what your Key Performance Indicators are.

"With the RedCat system from Possum IT, the management reports are so extensive it provides me with everything I need to run my business. Not just sales reporting but the management exception reporting is outstanding."



Mark says the implementation of the system has definitely been a valuable contributor to the success of his business, especially in relation to reducing fraud and theft and improving stock management. "Operationally it couldn't be better. It allows us to upsell products from different sections and transfer open transactions between the sections. If we have price changes, whether it be at West Lakes, North Adelaide or wherever, I can have it done and distributed to the stores in minutes."

When asked about the level of support he receives from Possum IT, Mark said "The support we've received from Possum IT has been exceptionally good. As a result, the confidence in the system has grown, so if something goes wrong we know it'll be immediately addressed."

So what would the business be like if you'd never implemented the RedCat system, Mark? "If we'd never implemented the system it would be absolute chaos here now. I don't even want to think about where the business would be now without the system. We're absolutely delighted we've implemented such a sophisticated system as RedCat."

Authorised Reseller of

