



COMPANY BACKGROUND

Established in 1981, Key Flooring is a family-run wholesale company supplying floor coverings, carpets, underlays, screed and adhesives to the retail and trade sectors. Based in Basildon, their customers range from self-employed fitters to shops, and they are one of the largest stockists of tools and flooring trims in the South East of England.

THE CHALLENGE

Key Flooring's existing system was based on Sage and required a lot of manual input from their team when dealing with sales orders directly on the platform. The system was slow and inflexible, this meant there were delays that impacted on their customers' experience and errors and mistypes on paperwork. Management were keen to improve procedures and this also involved upscaling their operations, as the company only had one computer/till at their trade counter at the time.

Key Flooring needed a solution that:

OVERVIEW

Key Flooring were looking to improve their business processes. It was decided that by updating and introducing an EPOS system, the company would be able to increase the number of customers they could serve and the sales experience would be more efficient.

Removed as many opportunities for human error as possible.

Was easy for staff to use.

Automated and improved the team's processes.

THE SOLUTION

Impress Solutions introduced an integrated, Elite PoS system which communicated directly with Sage.

"We were initially serving sales orders directly through Sage, having to type out the code of each product into the system, if it was a carpet we'd be having to manually adjust the sizing and cut, whereas now we just select the product off the menu. The platform is very visual and what was once a manual process has now been made so much easier."

- Rhys Lewis, Key Flooring.

Key Flooring can now enjoy fast product searches, easy multi-buy promotions, delivery and marketing address capture and access to more efficient reporting.

"Having the dashboard as part of the back-of-office program means we can see how the days are shaping up in comparison to each other and I can assess where we are financially at the end of a week, which is really helpful."

- Rhys Lewis, Key Flooring

THE RESULTS



Errors were minimised - Key Flooring take card payments, which had previously required manual input. While the sales order may say one thing, simply pressing the wrong number on the old system could have resulted in charging a customer the incorrect amount. The integration element of the new system now means these mistakes can't be made and the system simply sends the correct amount to the Chip and PIN machine.



Ease of use – "I would say a powerful feature of this EPOS system compared to a program like Sage are the visual elements of the platform. The interface is so user-friendly and it doesn't look like an accounting program. For new staff, the system is a lot easier to learn as there are fewer processes to teach." - Rhys Lewis, Key Flooring.



Improved processes – The implementation of this new EPOS solution has enabled the company to work faster and more efficiently and as a result, the experience for both the customer and the staff member is smoother. Simple adjustments like receipts being printed off immediately, as opposed to Sage processing it slowly and sending it to the printer have helped improve processes and make a noticeable difference.

As a result of the EPOS system implemented by Impress Solutions, the number of transactions Key Flooring are handling has drastically improved. The company are able to serve twice the number of customers they could before due to its efficiency and the expansion of tills.



THE EXPERIENCE

“ The software has been highly-configurable in order to meet our individual requirements as a company. For example, we sell our carpets by the square metre and Impress adapted our solution to allow decimal points for products that were in fact bought based on size not quantity. We'll request a change to the system and in a couple of days, Impress come back with a flexible solution to suit our business and improve processes in the long run. The implementation period as we transitioned from one outdated till to two new ones went well with only slight disruption to normal service on the day”

- Rhys Lewis, Key Flooring.

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Services we provide this client: