

# ORION ERP Streamlines POS and Retail Business for a Leading Hypermarket Group in Thailand; Enables Comprehensive Inventory Planning



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Industry  
Wholesale & Retail

Number of employees\*  
100

Locations  
22 retail outlets

Customer since  
2010

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Source: The data is updated for 2017\*

## The customer

The client, Yongsanguan, is a leading hypermarket group in the Ubon Ratchadani Province of Thailand. Apart from the hypermarket they have 22 retail outlets across the province which runs 24 / 7. The client employs about 100 people at its wholesale and retail locations.

## Challenges

The client wanted to make the operations smoother, especially with regard to day to day aspects of the business. The management and business managers were looking for a solution to support the operations and drive the business, enabling it to move faster.



## Solution

The client had looked at a few other solutions besides ORION ERP before deciding on ORION. Though one of them had the POS module that the client was looking for, it did not have the promotion part of the retail solution with the level of flexibility the client expected. ORION however had a lot of promotion flexibility in the retail module. In addition, it allowed the module to be customised. Another attractive feature of ORION was that it also had a strong back-office system. The client therefore chose ORION since it met all their retail requirements.

The client implemented the ORION modules and solution related to retail, specifically Purchase, Sales, Inventory, General Ledger, Accounts Receivables and Accounts Payable. The implementation was done in two stages with the first stage focusing on the wholesale business and the second stage on the retail, which was spread over 18 locations in a single province. The first phase took about 9-12 months for completion while the second took about six months.

Training was also provided to the employees. In this, language was a challenge but it was overcome with the addition of a Thai person to the group and by providing complete training of the applications to consultants and employees.

## Benefits

The client witnessed noticeable benefits in the operations of the company. The POS and retail business got streamlined. The management and business decision makers did not have to worry about day to day affairs.

Some prominent benefits include:

- Real-time stock visibility
- Comprehensive inventory planning
- Systematic management of warehouse
- Enhanced visibility of Accounts Receivables and Cash Flow

### Request a Demo



For more information, talk to us today.  
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