



The Kerridge CS (KCS) Retail solution allows Luminance to operate simpler, better, faster.

When Luminance, a South African luxury multi-brand fashion chain, were in the market for a new retail management solution to support their stores in Hyde Park, Nelson Mandela Square Sandton and Menlyn Park Mall Pretoria, they opted for KCS Retail.



Emelda Mashamaite, Warehouse Manager, said: "Our previous system was not user-friendly. We had difficulty sourcing information, promotions were not easy to set up as we had to manually change an item's selling price, you would then need to change it back manually once the promotion had ended. Customer history was not readily available from the POS screen, we would need to go into the back-office to get a customer's historic information. Reports were also not easily accessible and cumbersome to generate."

Luminance, Hyde Park implemented the Retail solution by KCS in April 2015 and they have not looked back since. Having now implemented the solution across all stores, Emelda expressed: "We now have a retail system that encompasses both POS and back office in one. Access to information has drastically improved. Reports are easy to run and promotions are easily set up and managed by date range. We can add various promotions by group of products or select items and don't have to change pricing manually anymore. We can access customer information from the POS screen whilst the customer is standing in the store".

"Everything we do with the retail solution offered by KCS, is much simpler and easier for our staff to access".

Key benefits of KCS Retail solution:

- Ease of use
- Improved access to information
- Stringent stock control
- Flexible and strong reporting

Emelda continued, "We have noted improved employee performance as new and existing staff are able to easily adapt to the system. We are able to train staff ourselves due to the simplicity of the system, thus saving us time and money for additional training.

Stock visibility has improved and we now know where our stock is located between all our branches.

Luminance



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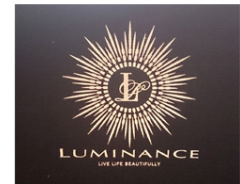
- Emelda Mashamaite, Warehouse Manager, [Luminance](#)

Client Focus

- Increase store efficiency
- Promotions management
- Stock management
- Suggested replenishment

Stock takes have also become easy. We can access all the information, whether it's customer information or reporting, and we can boast improvements to our overall business since implementing the KCS Retail solution".

Nadine Durst, Sales Manager for KCS, says: "Emelda was instrumental to the success of the Luminance roll out because she understood the business processes and which outputs were needed in order to address the key areas. We worked very closely with Emelda and the team and she has become a real champion at administering the retail system."



For more information about Luminance, visit:

www.luminanceonline.com

About Kerridge Commercial Systems (KCS)

We provide specialist software, services and support to deliver fully integrated trading and business management solutions to distributive trades customers, large and small – wherever they are in the world. Immersed in the distributive trades for over 40 years, our technical experts are thought leaders in trading and management technology, and our innovative and flexible approach ensures our customers partner with us for the long-term.

Our mission is simple: to design and deliver high performance, integrated ERP solutions that enable our distributive trade customers to source effectively, stock efficiently, sell profitably and service competitively.

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