

## Banburys takes advantage of Chip & PIN to revitalise IT with £250,000 investment in Progress-Based Retail Solutions from Sanderson

Banburys, the north Devon-based independent retailer, which operates department stores in Barnstaple and Tiverton together with a garden centre in nearby Ashford, has gone live with the Sanderson Progress-based fully integrated Midas Front Office EPoS, Midas Back Office merchandising system and Midas OpenAccounts systems. From selection to implementation the project was completed in just nine months. Already the company is benefiting from savings made by centralising IT for the individual businesses, the immediate availability of performance information and the seamless integration with the accounts system.

The systems overhaul was driven by the Chip & PIN imperative to replace around 35 tills, but also by the withdrawal of support for its existing accounting system installed just 18 months ago at the Tiverton department store. When the cost of replacing the tills with EPoS was added to the sourcing of a new accounting system, Banburys decided that for a relatively small incremental cost new integrated core business retail systems could be implemented throughout the company which also includes a furniture store and storage and removals operation.

As a Member of Associated Independent Stores (AIS), Banburys evaluated suppliers, including Sanderson, with software known to integrate well with AIS's group buying services as well as carefully reviewing three other solutions.

Sanderson, which participates in the Progress BusinessEdge for Retail programme shares the Progress application development platform in common with fellow member and financial systems award-winner, OpenAccounts, which is seamlessly integrated with Midas.

Peter Banbury, the director with IT responsibility at Banburys, in choosing Sanderson, said: "Sanderson provided the best fit, not only in being able to handle the diverse needs of a department store and garden centre operation, but in providing complete branch and head office solutions with proven links to AIS. We are already saving considerable time from the close integration of the back office and accounting systems and have eliminated the waste of re-keying information. Moreover, we liked the people – the install team was fantastic in providing rapid answers to all our questions."

### Solution Summary



#### Customer Profile

- North Devon-based independent retailer which also includes a furniture store and storage and removals operation.

#### Challenge

- Install new integrated core business retail systems to enable replacement of 35 tills

#### Solution

- providing complete branch and head office solutions with proven links to AIS

#### Benefits

- eliminated the waste of re-keying information
- Midas replaces 30-plus "steam-driven" tills with modern Chip and PIN EPoS
- increased the availability and quality of management information by at least ten-fold

Banburys had to move very quickly to be fully live in the garden centre – on time for its re-opening after a £2 million re-construction, and Sanderson made it happen on time. Within a two week period personnel for the garden centre increased from 40 to 100, all of whom were trained in time to use the new system.

Midas replaces 30-plus “steam-driven” tills with modern Chip and PIN EPoS. Banburys is mitigating the culture shock of moving to the latest technology from a manual cashing-up operation, by gradually turning on functionality. Eventually scanning and item level data capture will be introduced.

Sanderson was able to rapidly adapt its systems, using the Progress development tools, to meet Banburys outsourced loyalty card and in-store deposit-taking requirements. The department stores are linked to head office servers at the Barnstaple store using an ADSL VPN (Virtual Private Network). The garden centre – located where there is no ADSL service – uses a 64K kilostream connection.

The head office systems went live followed by the Tiverton store two weeks later. There are around 80 workstations on the network plus seven EPoS tills at the garden centre, 13 in the Barnstaple and 10 in the Tiverton department stores.

Managers make use of Progress Web Client to access information from Midas Business Intelligence and the other applications from a web browser.

As Peter Banbury says: “Overnight we increased the availability and quality of management information by at least ten-fold. The systems are already changing the way we do business to serve the customer better. For example we now know that our peak lunch time trading time is between 11 am and 1pm and not 12 till 2 as we had assumed, so we can adapt staffing levels to match. Service is what our business is all about.”



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