



VICTORINOX



VICTORINOX TRUSTS ITS OPERATIONS TO RETAIL PRO

Background

In 1884, the cutler and entrepreneur Karl Elsener opened a cutler's business in Ibach-Schwyz, which is in Central Switzerland. In the course of its 125-year history, it developed into a global company producing well-known Swiss Army knives, cutlery, timepieces, travel gear, fragrances and clothing.

Industry: Gifts, Apparel, Accessories
Headquarters: Ibach-Schwyz, Switzerland
Website: www.victorinox.com

Solution

Product: Retail Pro 8.6
Scope: 17 stores and across 98 seats in 6 countries
Integrations: ERP Semiramis
Retail Pro Customer Since 2008
Servicing Technology Partner: POS Partner Germany

"Victorinox has chosen Retail Pro due to the worldwide availability and support as well as the many languages it comes with. The features meet all the requirements, ensuring that planned future expansions can be realized."

Matthias Schmidig
Global Manager, Retail IT Competence Center

Making growth easier

In the years past, Victorinox had a single flagship store, with their product line enjoying high visibility through other retailers. The retail expansion starting in 2008 required a system that ensured a consistent worldwide brand appearance. With goals set on high-quality experience for both customers and team members, Victorinox looked to Retail Pro to make their expansion a success.

Parts of the whole

To deliver on the brand promise, Victorinox needed POS systems to centralize the operations and ensure pricing transparency, supply chain visibility and guarantee the consistency of product availability worldwide. A retail CRM system was needed to maintain customer relationships and support Victorinox brand's guarantee of reliable service and innovation at the helm of the quest for customer satisfaction.

Central Control

Retail Pro and Victorinox designed a 3 tier structure, organizing data on the company, country, and then store consolidation server levels. Company and country servers were then virtualized and located in the Victorinox headquarters. This structure met the requirement of centralized management and made it possible to achieve the absolute transparency of operations while allowing individual stores to maintain their autonomy. Centrally managed systems with consistent software and hardware also guaranteed that support can be effective and timely, regardless of the geography.

A solution that looks ahead

Matthias Schmidig, the global manager at the Retail IT Competence Center at Victorinox, shared that Retail Pro was chosen based on the worldwide availability, as well as the many languages it comes with. The comprehensive feature set met all the requirements and most importantly, ensured that planned future expansions can be realized with ease.

Victorinox' plans for growth are evident, and rest assured, their Retail Pro solution will grow right along with them.



About POSPartner

Authorized Retail Pro® Business Partner

POSPartner Gesellschaft für Kassensysteme mbH, based in Königswinter, Germany, founded in 1993, is established on the German market for more than seventeen years now. The company is 1st Tier IBM Business Partner for Retail right from the start and is very well-known in various segments of the retail industry with innovative POS-Solutions in Germany and other countries. Besides self-developed Software products, like the EFT card-processing solution POSCardZVT, POSPartner is Business Partner for Retail Pro. Additional products can be delivered from sources like EDJ (Raleigh NC/USA), Hypercom (Bad Hersfeld), Ingenico (Berlin), etc. With this portfolio POSPartner offers a wide-range of most modern State-of-the-art-Solutions for store chains in differ-

ent retail segments. This guarantees high investment protection and productivity for the retailers. POSPartner supplies a wide range of services for stores and the headquarter. Besides consulting, planning, programming and rollout of Hard- and Software POSPartner supports the customer through training and project management, customizing of systems and an effective enduser-hotline, called POSHotline. Among the customers a number of well-known brands can be found.

Headquarters: Flurweg 15, D - 53639 Königswinter
Phone: +49 (0) 2244 8801-0
E-mail: peter.reich@pospartner.de
Website: www.pospartner.de

About Retail Pro

Retail Pro International, LLC, is a global leader in Point of Sale, Store Operations, and Back-Office software applications for the specialty retail industry. Through its highly-specialized provider network, Retail Pro is delivered locally and supported regionally through approximately 90 offices worldwide. More than 35,000 retail stores in 63 countries using 18 different languages trust Retail Pro® to manage their operations; from single stores to prestigious, multinational retailers, Retail Pro is the proven global solution for serious retailers worldwide.

Headquarters: 400 Plaza Drive, Suite 200
Folsom CA 95630
Phone: 800-RETAILPRO (738-2457)
+1 916 605 7200
E-mail: moreinfo@retailpro.com
Website: www.retailpro.com

Copyright © 2010 Retail Pro International, LLC. All rights reserved. Retail Pro and the Retail Pro logo are registered trademarks and/or registered service marks in the United States and other countries. Other parties' trademarks or service marks are the property of their respective owners and should be treated as such.

Act Now

Find out how you can grow your business with Retail Pro by contacting us today.

Phone: 800-RETAILPRO (738-2457)
+1 916 605 7200
E-mail: moreinfo@retailpro.com
Website: www.retailpro.com