



The
Specialist

L1, 125 Queen Street, Beaconsfield NSW 2015 Australia
T: +61 2 8337 7000 F: +61 2 8337 7077

www.thespecialist.com

Case Study – Country Manor Furniture

Client: Country Manor Furniture
Website: <http://www.countrymanorfurniture.com.au>
Project: Wide Area Network

Problem

Country Manor Furniture is one of Sydney's leading furniture chains with 7 major outlets in the Sydney area. The company has been in business for over 15 years and its reputation for providing superior furniture products and excellent customer service is unsurpassed. During the last 2 years they have grown substantially by opening a number of new stores. Without email in the stores, distribution of company information was done via fax which was both expensive and time consuming. Their existing point of sale (POS) system would only download information via modem once a day. This would happen over a dial up connection to head office, which often failed. Requests for stock levels, ETA's and current sales figures needed to be obtained by phone. When a new version of the point of sale system was released which could eliminate these problems, the only thing holding its implementation back was a reliable infrastructure.

Solution

Country Manor Furniture approached The Specialist Pty Ltd, a company who focus on providing comprehensive VPN, VOIP and network services, to come up with a solution. A cost effective, scalable, managed VPN DSL network was the result. With this solution in place, the company data could be accessed and analysed in real time. Another benefit to Country Manor was the ability to support their POS equipment remotely, saving lengthy support calls to the stores. Secure external VPN access provides instant support for the key point of sale and operating systems. In addition to the operational benefits, this solution provided ongoing savings of over \$30000 per annum over alternative solutions. The advantage in using a DSL network is that the link speed can easily be upgraded, ensuring that a move to Voice over IP is relatively simple. To provide the reliability and security required in this type of environment, the solution is based on Cisco Systems industry leading VPN products

Colin Stein, Managing Director of Country Manor Furniture, says

“When we first examined the infrastructure requirements for our POS system, the estimated costs were astronomical. The Specialist provided some innovative and cost saving alternatives. The rollout went very smoothly, with The Specialist managing all aspects of the implementation. We couldn't be happier with the results and the great customer service”.

The Results

Country Manor Furniture now has a robust Wide Area Network which carries all its interoffice email, Point of Sale and remote support traffic. Instead of faxing company information to all stores, communication is carried out more efficiently and cost effectively via email.. The solution also puts the foundation for future Voice over IP deployments in place which can then easily be implemented and result in further significant savings.

Colin Stein comments

“Now with the infrastructure in place, we can see immediately what is happening across the entire organisation and provide the retail stores with rapid and effective remote support for their systems. We've become more productive which frees up more time for us to concentrate on our customers.”

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