

Case Study

Les Palais des Thes Implements Retail Solution



Pictured from left: Siobhan Scully, Managing Director, Les Palais des Thes

Les Palais des Thes has implemented an EPOS solution to streamline business processes, serve customers more efficiently and keep pace with their specific retail needs.

Les Palais des Thes

Les Palais des Thes was established in Ireland in 2008 by Siobhan Scully. The shop on Wicklow Street, Dublin, is part of the Paris based Les Palais des Thes. The Irish company employs six people and Siobhan has plans to develop the brand to other locations in Ireland. There are nineteen stores worldwide.

The Challenge

"We needed a solution that would integrate with our weighing system," explains Siobhan Scully, Managing Director of Les Palais des Thes. "The bulk of our sales is loose tea. We needed scales that would print quick EAN codes of our best sellers and hold all the different product codes for easy scanning at the cash point."

The Solution

Les Palais des Thes selected the Microsoft Dynamics Retail Management System (RMS) with an Avery Berkel weighing scales, from Datapac because of their expertise, experience and knowledge in the area.

Datapac tailored the solution to suit Les Palais des Thes' unique requirements.

The Benefits

The solution allows the company to benefit from full stock control, sales analysis and reporting. The solution is also linked to the company head office which allows for updated information and reporting away from the store.

"Knowing how much stock is in, which teas are selling well and what your profit margins look like, is all vital information," says Siobhan. "Having access to this type of information can mean the difference between success and failure."

Siobhan has been impressed with the amount of consultation Datapac was willing to go into on issues such as reporting and analysis, staff training and service. "Datapac really knows the retail business well – we were impressed with their speed of response, flexibility and business expertise," concludes Siobhan.

The Next Step

The next phase for Les Palais des Thes is to introduce the web element of the solution. This will allow the company to control their web store as more stores open and to integrate the solution with the accounts department. "We opened in very challenging times so we want to develop loyal customers, grow our customer base and expand our operations," adds Siobhan. "We expect Datapac will keep us updated with the best technology available which is most suitable for our business."



About Datapac

Ireland's leading integrated ICT provider.

- 150 employees in Dublin, Wexford, Cork & Belfast
- Turnover of €50 million in 2010
- Datapac has over 6,000 active customers.

Portfolio

- IT Support & Managed Services
- Virtualisation, Storage & Cloud
- Unified Communications & Networks
- Imaging & Printing Solutions
- Security Solutions
- ERP & Accounting Solutions
- Retail EPOS Solutions
- IT Consumables

Accreditations

