

SPORTISIMO, a long-standing client of NG Retail, ran an older POS solution POSFlow, which was then interconnected with a newly implemented ERP system, Microsoft Dynamics 365 F&O. With the new ERP, SPORTISIMO planned transition to a new generation of POS solution which would provide: improved user-friendliness, centralised management & configuration, direct integration to the central ERP and would be able to grow with the company. NG Retail's proof of concept convinced SPORTISIMO of the uniqueness and suitability of POS NG, which perfectly fit the company's goals.

### What needed to be done:

- Provide a full replacement for the existing POS system with comprehensive functionality
- Deliver a unified POS solution across multiple countries that would enable quick expansion to new countries, including localisation
- Prepare an interface with the MS Dynamics 365 central ERP system
- Integrate the e-shop with the POS: enable handling e-shop orders & reservations in shops
- Integrate the in-store logistical system developed internally by SPORTISIMO
- Allow members of the loyalty club to continue drawing on benefits during shopping
- Enable the handling of complaints directly in the shop
- Use existing HW, use graphical customer display for active communication with customers
- Implement fiscal solutions in RO, BG, HR, HU, SK countries and, ideally, use the same interface for all fiscal solutions
- Reduce the administrative load in shops by going paperless

## SOLUTION



The solution chosen to fulfil the customer's demands and the goals of the project was **POS NG** with **NG Central** for central configuration and monitoring of the POS software and hardware, including peripherals, within the retail network.

As the customer was already using an older generation POS solution by NG Retail, the functions and features expected from the new solution were clear; however, it was now necessary to prepare and test them in **POS NG**. Integration with MS D365 and the e-shop was broken down into a multi-step project and **POS NG** was connected to SPORTISIMO's internal integration database through **ERP Connector with API**. Data from the entire retail network across the countries is displayed and visualised in real time online through web based **NG Portal**, which also provides access to financial and control reports thus giving the managers online insight into individual shops and POS in the various countries.

## THE STORY OF THE IMPLEMENTATION



The **POS NG** project was realised according to the functional project specification for all countries – CZ, SK, RO, HU, BG and HR. The specification was created collaboratively in joint workshops between NG Retail and SPORTISIMO's IT department.

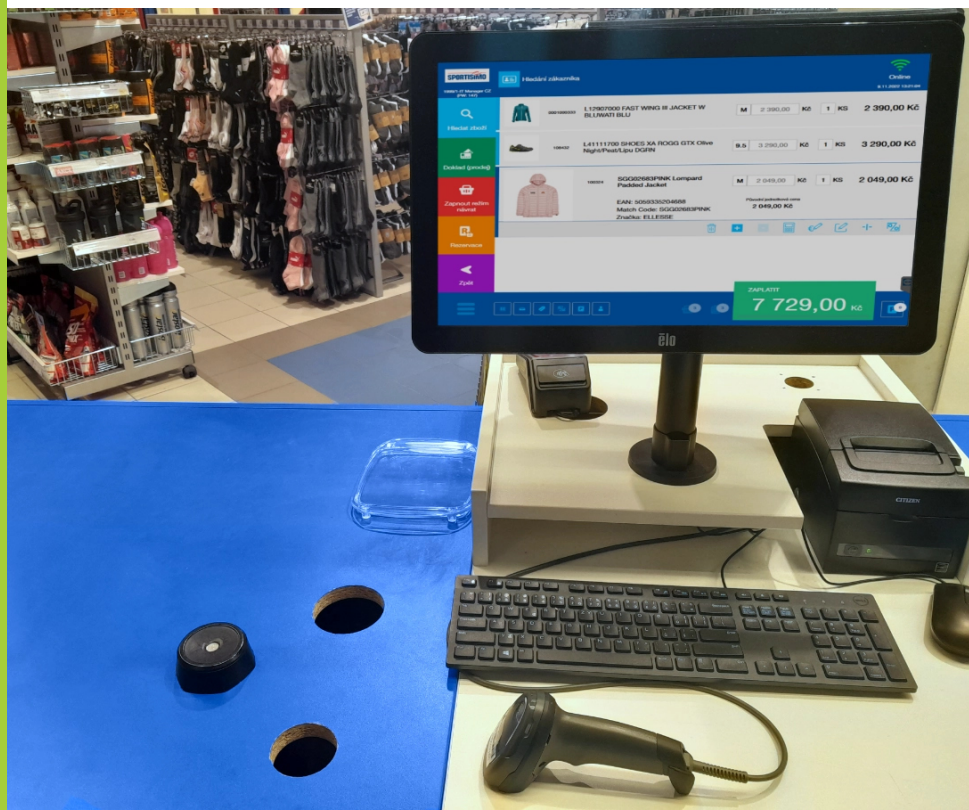
The department operated as the primary partner during the implementation, preparing the internal integrative database interface for the central D365 system, the e-shop and CRM. For the fiscal and payment solution for all countries, including supply of payment terminals, the company partnered with A3 SOFT. Thanks to the professional attitude and project management on the part of SPORTISIMO, the implementation went smoothly on both sides. Collaboration between the teams was extensive, with regular status meetings, which contributed to the successful on-schedule opening of a pilot shop in Romania. This served as the touchstone for the success of the entire project. After the successful pilot run, the solution was rolled out to all shops in Romania, followed by HU, HR, CZ, SK and BG.

o **20 %**  
FASTER CUSTOMER  
CHECKOUT

o **20 %**  
FASTER HANDLING  
OF E-SHOP ORDERS

o **30 %**  
FASTER PERSONNEL  
TRAINING

o **100 %**  
CLEARER CONFIGURATION  
OF THE RETAIL NETWORK  
THANKS TO THE WEB PORTAL



## RESULT

Based on the feedback of the staff, working with the **POS NG** is extremely user-friendly and intuitive. Integration with central systems enables quick data exchange, processing of e-shop reservations directly at the POS, easy resolving of any complaints or returns. Reports in **NG Central** provide to managers an instant overview of the entire retail network in all countries in detail.

**SPORTISIMO**

*"The new POS NG system meets our demands particularly through its user-friendliness for the staff and ability to provide key information for sales management and the shops' operational control. Through the use of modern technologies and central management, we now have a solution that allows us to further scale the system, quickly respond to new trends in retail and expand abroad. A major benefit of the solution – thanks to its architecture – is quick and safe replication of data. In many ways, the architecture of the solution makes the work for our IT team clearer and simpler. Thanks to central management and monitoring of the POS solution, we can now gain valuable information about our shops in real time. Last but not least, NG Retail's approach allows quick response to our demands and therefore contribute to the growth of our company," says Petr Kraus, head of the IT department of SPORTISIMO s.r.o.*

### MAIN BENEFITS

- Modern next generation POS terminal ready for further growth and expansion to other countries
- Modern architecture and method of data storage
- User-friendliness, simplicity and intuitiveness of use
- Centralised oversight over all retail shops in all countries
- Ability to process e-shop reservations and orders directly at the POS terminal
- Ability to process complaints and returns directly at the POS terminal
- Active communication with the customer thanks to a graphical display
- Setup of business and hardware configurations through the web portal, centralised management of the shops
- The same interface for fiscal solutions used in different countries
- POS terminals/shops are quick to install and implement
- Quick and safe replication of data
- Readiness for additional features and expansion to new markets in the future
- Use of existing hardware



INTUITIVE AND  
USER-FRIENDLY  
POS SOLUTION



DIRECT  
CONNECTION TO  
INTERNAL SYSTEMS



OVERSIGHT OVER  
THE ENTIRE RETAIL  
NETWORK IN REAL TIME



CENTRALISED MANAGEMENT,  
CONFIGURATION AND MONITORING  
OF THE ENTIRE RETAIL NETWORK

## NG Retail s.r.o.

is a young company building on a 30-year tradition of supplying specialised software solutions for retail. Thanks to a team of experienced senior consultants, the company aims to bring existing and future clients user-friendly solutions that are tailor-made for their business, help accelerate its running and grow it further so that it is ready for any changes that come hand-in-hand with modern retail. Its latest product is the **POS NG** terminal, which is currently the most modern POS solution of its kind on the market, capable of serving both the non-food sector (fashion, toys, sports, tobacco...) and the fast food sector.

[www.ngretail.cz](http://www.ngretail.cz)

## SPORTISIMO s.r.o.

SPORTISIMO is a leading Czech company and one of the largest retail networks in the Czech and Slovak Republic, specialising in sportswear and sports equipment since its founding in 2000. Its network is continuously expanding, now with over 220 shops in various countries, complemented by online sales through the e-shop. The company began expanding to foreign markets in 2008. Today, SPORTISIMO has shops in Slovakia, Romania, Hungary, Bulgaria and Croatia.

SPORTISIMO has been operating on the market for more than 20 years and has been a regular recipient of awards in the Retailer the Year survey in the Sportswear and Sports Equipment category. The company has also won the Czech Quality and Certified Shop awards.

[www.sportisimo.cz](http://www.sportisimo.cz)

