

A Growing Retail Chain's Hybrid POS Modernisation



The Challenge

The client previously operated on a legacy Point-of-Sale (POS) system that lacked the robustness and scalability required to support its rapidly expanding retail operations. The system's limitations significantly impacted day-to-day store performance and restricted the organisation's ability to achieve operational efficiency across its growing network of 70+ stores.



Limited Offline Functionality The existing POS system performed poorly during network disruptions, leading to transaction failures, billing delays, and lost sales opportunities, particularly during peak hours.



Lack of Real-Time Integration The absence of real-time synchronisation with SAP Business One resulted in inaccurate reporting and delayed inventory updates, impacting stock visibility and decision-making.



Manual Reconciliation Processes Frequent manual data reconciliation between systems increased the likelihood of errors, consumed valuable staff time, and reduced overall operational efficiency.



Operational and Scalability Constraints System limitations hindered staff productivity at the store level and posed challenges to scaling operations efficiently as the business continued to expand.

These limitations underscored the need for a robust, modernised POS solution capable of eliminating operational bottlenecks while supporting their scalability and growth objectives.

About the Client

The client is a growing retail supermarket brand focused on delivering convenience, quality, and value to everyday shoppers. The client is recognised for its customer-first approach and a well-curated product offering tailored to meet daily household needs. They provide a wide range of groceries, fresh produce, packaged foods, personal care products, and household essentials, ensuring a reliable and efficient shopping experience. With an emphasis on accessibility, competitive pricing, and consistent service standards, the client continues to strengthen its presence across key locations, positioning itself as a dependable neighbourhood retail destination.



The Solution

To address its operational challenges, the client implemented the 6DX POS solution, adopting a hybrid deployment model designed to deliver consistent performance across both online and offline environments. This approach ensured uninterrupted store operations even during network disruptions, safeguarding sales continuity and customer experience.

The 6DX POS solution integrates seamlessly with SAP Business One, enabling real-time, bi-directional data exchange that enhances visibility across transactions, inventory, and reporting. In the event of connectivity loss, the POS continues to operate offline and automatically synchronises all transactional data once connectivity is restored, ensuring data integrity and system reliability.

Key capabilities such as auto-reconciliation, real-time inventory updates, integrated loyalty programme management, and an intuitive user interface have significantly streamlined store-level operations. As a result, the client has reduced manual intervention, improved data accuracy, and achieved higher operational efficiency across its store network.

Results

The client has significantly transformed its retail operations through the implementation of the 6DX POS system, leveraging its advanced capabilities to drive scalability, efficiency, and operational resilience -

Scaled Store Expansion

The implementation enabled them to scale rapidly from 70+ stores to over 145 stores, supporting business growth without compromising operational stability.

99.9% System Uptime

High system availability ensured uninterrupted store operations across locations, minimising downtime and maintaining consistent customer service levels.

30% Reduction in Operational Overhead

Automated reporting and reconciliation processes substantially reduced manual effort, lowered error rates, and improved back-office efficiency.

Improved Inventory Accuracy and Replenishment

Real-time data synchronisation enhanced inventory forecasting and replenishment accuracy, reducing stock discrepancies and improving product availability.

By adopting the 6DX POS system, the client successfully modernised its retail technology landscape. The transformation reduced IT dependency, improved operational efficiency, and positioned the client for scalable, future-ready growth across its expanding store network.

Highlights of the Solution:

- Scaled from 70+ to 145+ stores, enabling faster checkouts and enhanced loyalty programme engagement.
- Delivered 99.9% uptime with seamless synchronisation with SAP Business One, ensuring continuous and accurate operations.
- Automated processes reduced manual effort and cut operational overhead by 30%, boosting staff productivity.
- Real-time data and integrated loyalty management enhanced service speed and personalised interactions.