Bi-lingual Point of Sale (POS) Solution for a Retail Chain in Libya

A case study

PRO TEAM

Business Need

The client required a unique touch screen based bi-lingual POS application in Arabic and English versions that could efficiently manage the operations of a retail store with an attached restaurant - A Point-of-sale application that will help the store perform error-free and effortless day-to-day operations.

An application that can efficiently perform functions like:

- Capture various data related to product, price, transactions and vendors

- Equipped with automated cash drawer and display for customers

- Compatible to various payment options

- Effectively manage day-to-day operations related to employee attendance, shift timings, and other vital credentials

- Facilitate maintaining adequate level of inventory for all the products sold by the store

- Facilitate managing the Stock on a day-to-day basis

- Give valuable inputs regarding the health of the store

The client sought to give his store a different dimension and enable a major face lift by introducing a high-performance POS system who understands both English and their native language and above all, delivers great experience.

2000+ man hours of experience in POS space as a dedicated team

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Major Challenge

ProTeam is into the POS space since last 10 years and have significant experience of successfully implementing various POS application possessing different levels of complexity, but this was one of its kinds.

✓ The most exciting challenge was to overcome the language barrier that was so prominent during the design and development phase of this unique application.

Arabic being a unique language whose script runs from right to left, made the assignment even more interesting. It was not only about re-aligning the forms but also about a user filling data into the fields in a language whose script runs in the reverse direction unlike English.

✓ The second major challenge was to maintain real-time stock and inventory on a day-today basis which takes care of even the breakages and wastages in an environment where you have multiple suppliers.

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Our Solution

ProTeam performed an extensive study on the business environment in which the client is operating and proposed a solution that proved to be brilliant.
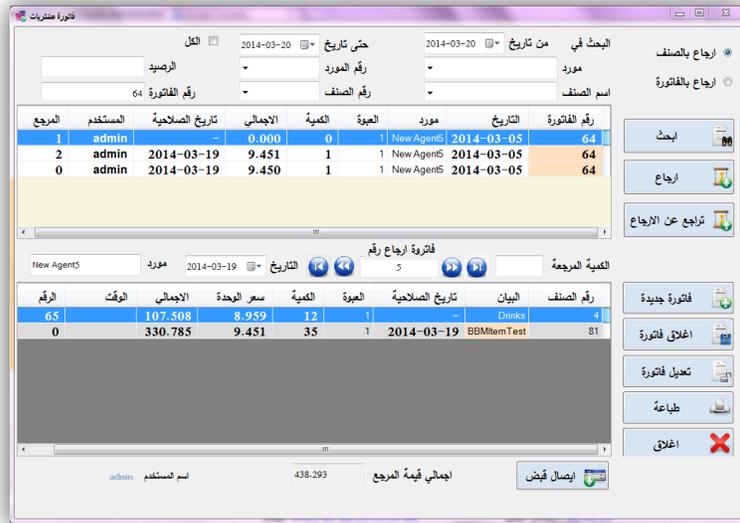
ProTeam designed and developed an exclusive application that demonstrated advanced features like:

- Integrated transaction processing system
- Integrated cash drawer and pole display for customers
- Various payment options like – cash and check
- Employee management
- Inventory management
- Stock management
- Adjust Stock against theft, breakage etc.
- Vendor management
- Transaction tracking
- Ability to print Barcode label
- Reporting – Sales and Purchase Reports
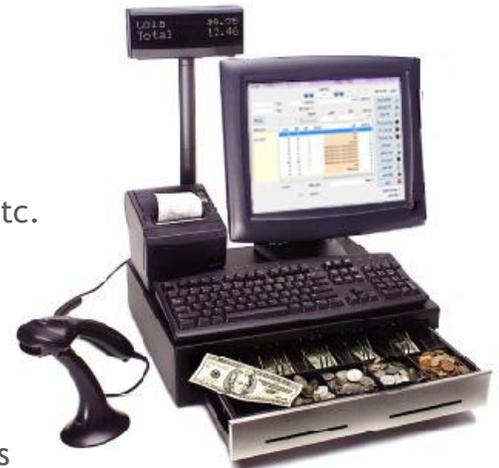
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Applied Architecture

A Point-of-sale (POS) application that will help your store perform error-free and effortless day-to-day operations.
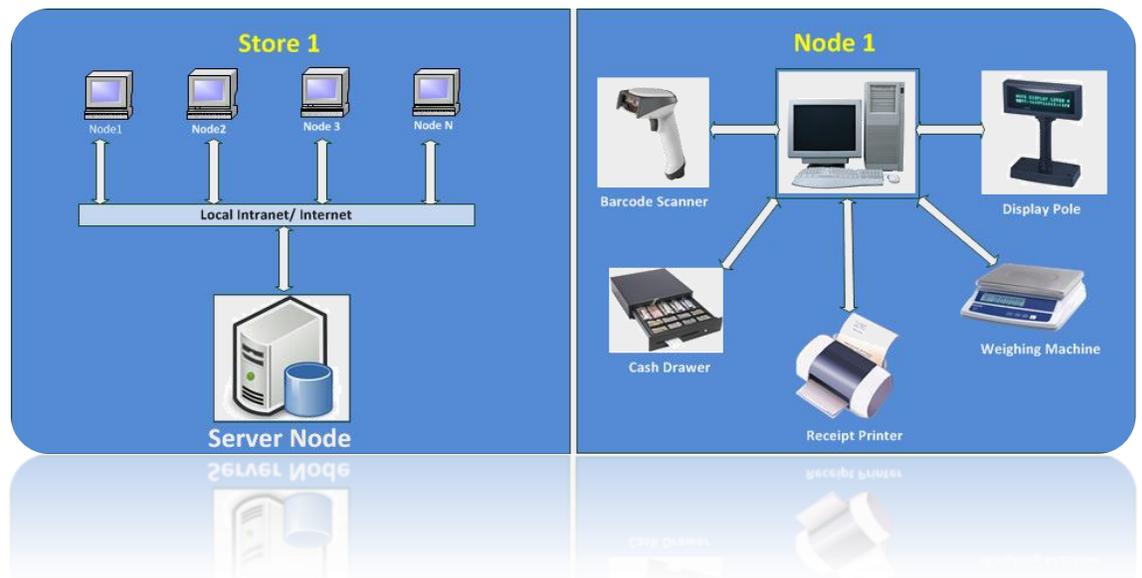
Benefits

- Time clock helps prepare payroll.

- Along with the daily operations of running retail with attached restaurant, now the client can organize profit and loss statement and sales tax.

- Reduced costly inventory overheads.

- Custom reports enabled more quicker and effective decision making.

- Enhanced relationships with vendors with timely inventory information.

- Use the system-generated customer information to process direct marketing campaigns.

- Increased traffic in store - improved ROI.

- Speed up checkout lines.

- Increased customer service.

- Reduced time spent on Back Office and Inventory functions.

- The solution helped the company subtly brand itself as one of the most innovative and tech-savvy stores amongst its peers.

PRO TEAM

THE PROTEAM ADVANTAGE

✓ One-stop shop for ISVs seeking Outsourced Product Development.

✓ 2000+ man hours of experience in POS application development and consulting.

✓ Access to highly trained and experienced technical and management resources.

✓ Direct access to developers.

✓ Monitor developer's real time progress.

✓ Follow international process standards.

✓ Detailed documentation at every step ensuring complete transparency and zero ambiguity.

✓ Significantly lower cost of development by leveraging ODC.

✓ Faster product development guarantee accelerating time-to-market.

✓ Allows your focus on core aspects of product marketing and feature enrichment.

✓ Protection for your Intellectual Property.

✓ We seek and follow industries best practices.

About ProTeam

ProTeam Softwares India Private Limited (PTL), is a leading global IT Service Provider, Outsourced Product Development and Business Process Outsourcing Services Company. Since inception in the year 2004, PTL have been successful in setting up competitive benchmark in building custom applications and managed services on a large scale in real-time environment for over 200 clients globally.

PTL's robust and exclusive development & enhancement model ensures high-quality delivery within the time frame at reduced costs. This makes PTL a highly desirable IT services partner across the globe.

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