

Service Highlight: Software optimization

What Is It? Software optimization is the practice of using purchased software to maximum benefit through a combination of software configurations and adjustments to business processes.

The Situation: A retail client with multiple locations relied on store managers to update the point of sale systems with updated pricing, new sale items, promotional information, and screen layouts. The point of sale system had the capability to manage that information centrally and the client was already paying for the service. But the local sales representative had no experience supporting the service, so it was never presented to the client as an option.

How I Helped: Using the most common configurations from the stores, I built a master database containing all product information. I reviewed the setup with the client, and made corrections that had long been sources of frustration. Finally, I rolled the new setup out to each store in the system and ensured that each store was operating correctly.

End Result: The client now has their point of sale system setup consistently across all stores. Employees are able to go from one store to another without having to re-learn the system. Also, menu item, promotional and price changes can be rolled out accurately and instantaneously to all stores.

How I Can Help You: Working with your vendors to understand their software fully, I identify areas where your processes are not lining up with the vendor's best practices. I then work with your employees to implement a combination of software configurations and process changes that will yield streamlined operations.