

At a Glance

Company

Founded in 1770 the C T Baker Group is a multifaceted business operating a very successful retail department store, builders' merchants and supermarkets. There are approx. 250 employees located over numerous different departments across the Group and each has its own distinct nuances making

Pain Points

The C T Baker Group wished to control system access levels and user traceability while at the same time offer greater ease of use for all staff. The Group also found it difficult to find a software solution that could

Solution

Intact iQ offered both the necessary ease of use for all users plus very swift and easy access to information - especially at the point of sale - this improved customer service, margins and stock management. Intact iQ could also accommodate both sides of this very unique business.



Company Challenges

The C T Baker Group's previous system was in place for just over 10 years. Whilst it was simple and robust they simply couldn't move forward with it. The Group had been looking for a system for almost 2.5 years. *'We found it difficult to find a software provider that could support two different business types. We wanted to buy a system that could do as good a job for one half of the business as the other. We found that Intact iQ could accommodate both sides of the business; without having to compromise on any of the functionality required for either. We also felt that as Intact Software was a fully UK based company we could develop strong relationships with a team we could talk directly to.'*

C T Baker Group Intact Experience - Easy to Change To...

The Group required an easy to use EPOS touch screen facility for the department store side of their business and a trade counter system for their Builder's Merchants business; with both operating from one integrated system. Intact iQ was the only provider who could facilitate this exclusive of any 3rd party integrations. *'The functionality is all there in Intact iQ; it's a given. None of our staff had any issue with functionality; we have tailored screens for our users so user acceptance was not an issue. Intact iQ has the ability to handle our processes today and tomorrow!'*

C T Baker Group Intact Experience - Easy to Stay With...

Given the range of products and product variations within the Group's stock portfolio the product matrix feature has made a real difference. Now they can segment product data quickly and accurately to enable proactive decision making. *'In general, Intact iQ helps us operate more professionally and effectively. It is much easier to access the information and create reports. We no longer have to print reports; it's all live and we can view the information we need in real time on screen.'* As the system is highly flexible, the Group can do a lot of the ongoing customisation they require as they have their own IT manager—this drastically reduces the ongoing total cost of ownership. The department store arm of the Group are now seeking to use the Intact cliQX ecommerce solution to support their online selling ambitions.

Key Benefits

- Fully Integrated System for 2 business types
- Futureproofed Modern System
- Easy to Use Interface
- Flexibility

'You are 100% owned by people we know, it's a growing business and product development is ongoing. We know we won't be superseded for at least ten years. It's such an intense experience putting a computer system in so you need to know you can foster a strong relationship with your vendor—we knew that would be the case with Intact Software'

Duncan Baker, Finance Director

'It's the most flexible system we've seen. We have so many different processing methods for trade counter transactions and we were able to put them in as we wanted. It's also just little things like multi-edit; it just makes changing items so much quicker. Even the small features we didn't think of at the time make such a positive difference to our operation.'

Simon Kemp, IT Manager