casestudy

vintner client:

Unkorked - Bishopsgate

client comments:

"The control which we gained when selling en-primeur wines allowed us to expand our business and offer a substantially improved service to our clientele."

"The Customer Reserves module allowed us to provide accurate information for our customers regarding wines they had purchased from us for future consumption or as an investment, thus enabling us to grow this sector of our business."

"We had the desire to add ecommerce functionality to our website with the goal of becoming one of the leading online suppliers of fine wines. The Web Services module has enabled us to seamlessly integrate the website and our backup office system. Our customers can log in to their accounts to view their order history and the delivery status of their orders, can view scanned proof of delivery documents and also details of their reserves".

"The benefits of integrating our accounting, stock and website data into one central system cannot be overestimated."

client contact:

Andrew Rae Director
Uncorked - Bishopsgate

introduction

Established in 1994, Uncorked Wine Merchants are one of the UK's leading small, independent wine merchants. In 2002, the current owners, Jim Griffin and Andrew Rae bought out the company and embarked on a process of development which included the installation of Vintner Enterprise in the following year. Their shop and showroom is located at Bishopsgate, London, where the staff have gained a reputation for their high standard of knowledge and advice.

previous systems

Uncorked previously used Sage for accounting, an EPOS system in their shop and spreadsheets were used to handle customer reserves and en-primeurs. The lack of integration was restrictive and neither Sage or the EPOS system could cope properly with standard Wine Trade requirements such as handling Duty Paid and Under Bond stock.

system requirements

Uncorked wanted to integrate the handing of en-primeurs and customer reserves into a central system, needed an integrated EPOS system for their shop, and wished to hold both duty paid and under bond stock. They also wanted to add ecommerce functionality to their website and integrate it directly into the back office system.

decision process

Vintner Enterprise was selected as it was the only system on the market which met all of Uncorked's requirements.

"Having looked at the market place only one system offered all of these things in one package. There were many systems which could handle EPOS requirements but did not integrate properly into a back office system and those few which did could not deal with duty. What these other systems had in common was the inability to deal with the vagaries of the Wine Trade, in particular Duty and VAT. Vintner was recommended to us by several of our contacts in the drinks trade and we were pleasantly surprised to find that it fulfilled all of our requirements. We initially purchased the standard package, EPOS and Customer Reserves modules and later obtained the Web Services module".

installation

Vintner Systems had a standard conversion program for Sage which made the implementation quick and easy.