

# Evergreen HealthFoods utilise iVend Retail POS to Increase Operational efficiency

## Company

Evergreen HealthFoods

## Industry

Health, Wellness & Fitness

## Challenges

- Required an intuitive Point of Sale (POS) solution to support expansion
- Their current system lacked reporting capability
- A strong need to deliver customers and employees with a seamless retail experience
- Needed a trusted, robust and secure system that also provides significant flexibility

## Solution & Services

iVend Retail Point of Sale (POS)

## Benefits

- Faster transactions with accurate inventory
- Man hours saved on extraction of inventory and sales data
- Solution scales alongside aggressive expansion plans
- Inbuilt reporting and analytics for store-wise data analysis

## Location

Ireland

## Partner



“Our focus presently is to optimise our business and we are always open to opportunities to grow Evergreen HealthFoods. With TRC Solutions, we have a partner who will provide the support we need and evolve with us. We chose SAP Business One and iVend Retail as they are proven, robust and secure systems that also provide significant flexibility”

**Marie Guthrie**  
Operations Manager, Evergreen HealthFoods

## About Evergreen HealthFoods

Celebrating a quarter of a century in business this year, Evergreen HealthFoods started out as a small health-food deli, owned and operated by Aideen and Kieran Hurley. Initially selling flours, beans, grains and soya products to vegetarians and allergy sufferers, Aideen quickly realised from her interaction with customers that there was an opportunity to retail natural healthcare and beauty products. Today, the brand has numerous stores and is the largest online health retailer in Ireland.

## About TRC Solutions

TRC Solutions have over 25 years experience, providing omnichannel retail platforms across Ireland and the UK. TRC Solutions have an extensive range of end-to-end services for retailers, from complete retail solution implementations through to support. Helping retailers serve their customers at world class standards is a core belief at TRC Solutions. We deliver the best in class retail technology which enables retailers to take control of their businesses increasing sales and profitability without compromising on quality.



## Business Challenge

Evergreen stocks a wide range of top brands in the natural health, wellness and beauty industries. In total, they offer customers more than 5,000 products from 250 different brands. They have a highly trained staff and provide expert advice to their customers.

Prior to iVend Retail, Evergreen used the Merit EPOS and Microsoft Dynamics RMS EPOS systems.

As the business at Evergreen grew, their product offering widened as well and they planned to open more outlets. Their existing EPOS systems were not able to keep up with the growing requirements. As Operations Manager, Marie had to run six reports to gain an understanding of what was happening in their stores. When Evergreen planned to open their store, it became clear to them that they needed to find a better way of managing store operations and associated things.

Evergreen HealthFoods always insist on complete traceability for all products and inventory transactions. For example, transporting inventory from one store to another regularly occurred and management needed a reliable, realtime, end-to-end tracking system that could handle the multiple product lines in transit. This system needed to be operational in a short space of time and easy-to-use.



## The Solution

After evaluating a couple of other solutions, Evergreen chose iVend Retail from TRC Solutions. Marie Guthrie commented "We had worked with TRC Solutions in the past. Knowing that key members of TRC Solutions would be working with us to onboard us with iVend Retail, our new retail system was incredibly reassuring." TRC Solutions have a reputation as innovators in the retail technology field.

## Business Benefits

After selecting iVend Retail POS, Evergreen was happy with the successful implementation by their SAP & iVend Retail Partner TRC Solutions. TRC Solutions ensured all store assistants were trained fully on the new system.

The time saved in transaction processing and inventory lookups is enormous. Evergreen have been able to derive efficiencies through automated price list uploads, consolidated reporting, integrated CRM and the deployment of in-store, handheld computers.

For the Stores Operations Manager, Marie Guthrie - the newly installed system saves her at least a week of time in preparing the month-end reporting cycle. This gives her more time to focus on other areas that grow revenue. That's just one of the returns on investment that our customer continue to enjoy with iVend Retail and SAP Business One for Retail.



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