



Microsoft Spotlights:

Merchants Solutions

RETAIL BUSINESS/APPLICATIONS EXPERTISE

- Grocery
- Restaurant/Hospitality
- Specialty Retail

TECHNICAL STRENGTHS

- Retail operations experience (average 20 years)
- Microsoft Certified Partner
- IBM Partner
- NCR Partner
- Member Retail Solutions Providers Association

BUSINESS BENEFITS TO CUSTOMERS

- POS software and hardware per customer's business needs
- Local on-site service
- Experienced support
- Hands-on training
- Professional installation
- Complete POS system provider

GEOGRAPHIC BUSINESS RANGE

- Greater Chicagoland Area
- Northern Illinois
- Northeast Indiana
- Southern Wisconsin

Since its establishment over 70 years ago, Merchants Solutions has dealt exclusively with cash registers and point-of-sale systems for the grocery, hospitality and retail fields. In keeping with its tradition of selecting one area and doing it expertly, Merchants Solutions only offers what it has found to be the best retail management system available—Microsoft® Business Solutions Retail Management System.

Merchants Solutions began its expertise with Microsoft Retail Management System in the mid-1990s selling a product then known as QuickSell. When Microsoft Corp. acquired and significantly upgraded that product, Merchants Solutions immediately became a Certified Microsoft Partner.

Retail Relevance and Results

Merchants Solutions' Retail Solutions Specialists are hands-on industry veterans with an average of 20 years in retail operations. They have managed and worked in restaurants, convenience stores, gift shops, toy stores, museum stores and specialty retail outlets. Thus, they understand what customers face in their day-to-day business requirements and decisions, and can help design a complete system to meet the needs of each location. This capability encompasses every aspect from electronic cash registers to hardware, software, installation, training and support of POS systems.

Merchants Solutions has more than 100 satisfied Microsoft Retail Management System clients in the Chicagoland region.

"We have enjoyed our relationship with Merchants Solutions and the attention you've paid to our installation and training. We appreciate the high level of service and would heartily recommend Merchants Solutions to any other potential customers." D. Neil Bremer, Executive Director, Elmhurst Art Museum

Even where a potential client has no prior experience with computerized systems, Merchants Solutions can install an easy-to-use solution based on Microsoft Retail Management System and rapidly train staff how to use it to improve sales and speed tasks.

The Heritage Shop in Naperville, Illinois, seamlessly made the switch from a pen, paper and calculator environment to Microsoft Retail Management System within a few days. Now the store is reaping the benefits via quicker checkouts, inventory pre-ordering and customer tracking.

HISTORY AND BUSINESS MISSION

Originally known as Merchants Cash Register, the company began in 1934 as a simple repair shop. Over the years, it grew to be the Midwest's largest supplier of cash registers. Renamed "Merchants Solutions" in 2001 to reflect its focus on computerized POS systems and electronic cash registers, the firm specializes in the grocery, restaurant/hospitality and specialty retail industries. Merchants Solutions delivers complete POS packages customized to the needs of the customer.

Another satisfied customer, Petals & Twigs in New Lenox, Illinois, selected Merchants Solutions for the outstanding level of local support. When this store experienced difficulty with its older POS system, their previous system provider demanded exorbitant fees to fly in a technician. The manager of Petals & Twigs sought out a new vendor who could provide rapid and cost-effective locally-based support.

Soon the store owner was testing an evaluation CD for Microsoft Retail Management System. Convenient on-site demonstrations showed how easily this solution shaves time off retail's myriad tasks such as changing price labels, checking realtime stock levels, entering new items and descriptions, even purchasing.

Growth through Service

Having long outgrown its cash register beginnings, Merchants Solutions continuously seeks new ways to improve service, professionalism and bottom-line results to customers. This systems provider is currently remodeling its Web site so customers can place orders online.

The company is also steadily enhancing its status and knowledge as a Microsoft Partner to add more value for its clientele. Merchants Solutions will soon be recognized as a Tier One Provider and is on target to be recognized this year as a Microsoft Business Solutions President's Club Member, both designations that rely heavily upon installing, servicing and ensuring that customers derive high return on their investment in Microsoft Retail Management System and a foundation of Microsoft products.

Let's take the next steps...

Microsoft Business Solutions Retail Management System has the power to save steps in nearly every area of your business. Its technology has been customized to thousands of retail chains and stores on five continents. It can be interfaced to other Microsoft business solutions, third-party products, the Internet, credit-card authorization and wireless solutions.

In your business, where are the unnecessary steps and dollars spent? How could better customer knowledge improve your marketing? What must staff and managers know to serve customers better and to make faster, smarter business decisions? This kind of information helps us define the technology that your business needs and prepare an accurate proposal for you.

Let's take the next steps so Merchants Solutions and Microsoft Retail Management System can give you the tools to run the business you've always dreamed of.