



casestudy



impetus technologies
forward thinking
EPoS support

Matalan selects **impetus** for nationwide support

“**impetus technologies**’ engineers are well trained and highly experienced, so in the event of a problem, our equipment is fixed or swapped quickly ensuring that our systems are back up and running in the shortest possible time. Their technical support team is extremely knowledgeable and their procedures for ensuring engineers respond to our fault calls are highly professional. Matalan has experienced rapid growth in recent years and we look forward to continuing our relationship with **impetus** into the future.”

MIKE CASHIN, MATALAN’S SERVICE DELIVERY MANAGER

Matalan, one of the UK’s leading clothing and homewares retailers, has its head office in Skelmersdale, Lancashire and trades from over 160 stores. The company employs over 11,500 people and is the number one retailer of jeans in the UK.

MATALAN

The challenge

With a huge number of people flowing through each store every day, reliability at the point of sale is crucial to Matalan. Problems with the tills and EPoS systems costs the company money, is stressful for staff and, perhaps more importantly, is inconvenient and frustrating for customers.

To reduce the impact of any problems in such situations, downtime has to be kept to an absolute minimum. Hardware repairs, which cannot be carried out by Matalan’s in-store staff or by their service desk, have to be referred to external specialists and this is where **impetus technologies** comes in. Matalan needs to rely on a company who give a quick response and effect a speedy fix.

Solution

The longstanding relationship between **impetus technologies** and Matalan sees the retail outfit benefit from the services provided by experienced engineers who are well trained to diagnose problems and to fix them swiftly.

Impetus account manager, Tony Grisdale explains: “With a company vehicle, mobile phone and sophisticated tracking system, each of **impetus technologies**’ engineers is readily contactable. Once a problem is reported, the closest one will travel to the store and get to work.

“Each qualified engineer has an in-depth knowledge of Matalan’s EPoS systems, ensuring that they are quick to identify and repair the vast majority of breakdowns.”

In addition to the maintenance of equipment, **impetus technologies**’ engineers are also available to ‘sign-off’ IT equipment in new stores. This involves making sure each piece of equipment is in perfect working order before the



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doors open to the public for the first time. In addition, when any outlet undergoes a refit, an **impetus technologies** team will come in after the store has closed and remove the tills and EPoS equipment while the new fixtures and fittings are put in. Once these are in place, the equipment is re-installed and checked thoroughly before the store re-opens the following morning.

Benefits

In responding quickly and effectively to each Matalan call out, **impetus technologies** plays a crucial part in ensuring that disruption to Matalan customers is kept to an absolute minimum.

However, computer maintenance is not the only benefit Matalan sees from its relationship with **impetus technologies**. Mike Cashin, Matalan's Service Delivery Manager explains further: "One of the great benefits of working with a third party maintainer is that they are in a position to offer Matalan impartial advice with regards to its systems.

"**impetus** has detailed records of all the equipment they maintain. They know which systems are reliable and which equipment they would recommend for specific situations.

"It is very important to us that our computer suppliers/maintainers work as a team with Matalan. Tony works closely with us, and often with our software suppliers to help co-ordinate projects and ensure the success of new store roll-outs and shop re-fits".

The future

All **impetus technologies'** engineers benefit from ongoing training, ensuring that they are aware of any future EPoS developments and that repair time continues to be kept to a minimum. Tony concludes: "Matalan is a well respected name with a great reputation and even greater ambition. At **impetus technologies** our standards reflect those ambitions and we look forward to continuing to help them deliver the very best service to their customers."

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