



POS Supply Solutions

www.possupply.com



At A Glance:

- **Company:** POS Supply Solutions is a wholesale distributor of paper rolls, thermal paper, ribbons and other point-of-sale (POS) and transaction supplies to businesses around the world.
- **Location:** Danvers, MA
- **Industry:** Manufacturing; Wholesale/Distribution
- **NetSuite Features:** NetSuite Ecommerce, CRM, Advanced Inventory

“Thanks to NetSuite, over the past several years we have been growing the company without growing our headcount.”

— Stephen Enfield
CEO, POS Supply Solutions

Challenges:

- Evolving to Web-based business required new, technology-based competitive differentiation
- Non-integrated IT systems unable to keep up with necessary improvements to customer service
- Competing on price as well as product quality service required maximum IT efficiency, cost containment

Results with NetSuite:

- NetSuite helping POS Supply maintain 10 to 20-percent yearly growth by integrating Web transactions with IT applications
- NetSuite Ecommerce contributed to dramatic year-over-year increases in company Web revenue (356% increase), Web orders (318% increase), and Web site hits (301% increase).
- POS Supply reduced IT costs by 25 percent over old, non-integrated systems as a result of NetSuite’s on-demand software architecture
- Easily customizable customer portal lets POS Supply set up new customers in hours, rather than the weeks required by conventional CRM systems of larger competitors
- Integrated Ecommerce and CRM help POS Systems maintain large-company appearance through automated thank-you emails and drip advertising campaigns
- NetSuite supports POS Supply’s customer promises for in-by-four, out-same-day shipments
- NetSuite’s 360-degree customer view let’s POS supply resolve 99 percent of customer questions/issues on the first call, without escalation.



 Find out more: contact NetSuite Inc. at 1 877 NETSUITE or visit www.netsuite.com