

Solutions Diverse

A provider of point of purchase solutions for the consumer electronics industry and retail display solutions.



Online Ordering for Multiple Stores for Solutions Diverse

Evergreen Challenge:

To create and host a stand alone website utilising Solutions Diverse's own servers to create an online ordering platform, for their customers whilst keeping the integrity of the customer's own branding intact. The system had to be robust and secure, being available only to the client and capable of handling orders from 600 stores belonging to one of their major customers with the possibility of being replicated and used to roll out to other big brand names in the Solutions Diverse prestigious list of clientele.

Evergreen Solution:

Evergreen created a custom online ordering system that its customers found easy to use and that had an effective administration facility for the Solutions Diverse administration team.

Key Benefits:

- Back orders and returns can be easily monitored and multiple orders can be collated from the same client.
- A comprehensive range of customised reports produced from real-time updates gives greater business visibility.
- The individual customer's brand ideals and logo are used subtly throughout the system, maintaining brand consistency.
- Each store has a separate, secure log-in with customised dashboard showing a list of current ordered, back-ordered or returned items.
- Each store has the ability to view a history of the orders and returns they have made and create a returns docket, which lists the quantities and comments as to why a product is being returned.
- A PDF resource document section allows store users to access core documentation created by Solutions Diverse.

Solutions Diverse now have a system that can be easily customised and replicated for other customers. The ordering process is now smoother both for the Solutions Diverse team and for its customers.

Full Case Study

Founded in 1995, Solutions Diverse is a privately founded/owned company, famous for retail display solutions. Initially known for providing point-of-purchase solutions exclusively for the consumer electronics industry (with clients such as Telefonica and Dixons Retail Group), their business rapidly developed as they became business partners with CE retailers and major Blue Chip manufacturers to provide permanent, temporary and seasonal bespoke retail units. Solutions Diverse has become one of the market leaders in its field delivering a world class service in new and existing markets, forging partnerships with a range of new clients and with a reputation for being the team with a "can do" attitude and "delivering the undeliverable". Always looking for ways to increase the services they can offer to their customers, Solutions Diverse were looking for a company who could help them develop and deliver a simple but effective online ordering system.

'Professional and reliable from the start'

Like many companies who are unsure of how to find a supplier for a service they have not used before, Solutions Diverse turned to the internet. Due to Evergreen's own strong search-engine optimised site, Solutions Diverse's initial internet search quickly led them to the Evergreen website and so they approached the South Gloucestershire web system and e-commerce specialists to build an online ordering system for their customers.

Recognising that it can sometimes be a bit 'hit and miss' when finding a new company through a simple internet search, Solutions Diverse Manager, Pete Hewitt found that he had struck gold with Evergreen. Asked why he had chosen Evergreen over other tenders for the project, he says 'Evergreen were professional and reliable from the very start. They were competitively priced and provided all information as expected.'

Solutions not problems

Solutions Diverse already had a well established website but in its existing format, it was unable to support the online ordering capability that was needed for its customers. Evergreen's brief was to host a stand alone website utilising Solutions Diverse's own servers to create an online ordering platform, keeping the integrity of the customer's own branding intact. The system had to be robust and secure, being available only to the client and capable of handling orders from 600 stores belonging to one of their major customers with the possibility of being replicated and used to roll out to other big brand names in the Solutions Diverse prestigious list of clientele.

When asked what challenges had to be overcome and what role Evergreen played in meeting these criteria, Pete Hewitt attributes the smooth-running of the project to Evergreen's expertise in their field and their problem-solving skills as he recalls, 'To be honest, there just weren't any real problems. Evergreen approached the initial brief and challenges associated with the development of the web solution promptly and proficiently'.

Positive feedback for a user-friendly system

The system did not just have to be a valuable ordering tool for the customer that was both easy to use and understand but also to provide an effective administration facility for the Solutions Diverse team, with the capability of processing back orders and returns, accessing and monitoring daily orders and collating multiple orders from each individual store, as well as providing a comprehensive range of reports. Asked what the feedback had been about the new system, Pete Hewitt reports, 'It's early days yet as the system has only been up and running for a few weeks, but it has already been well received internally and it is also very user friendly from our customer's point of view.'

Speedy and professional on-going support

When the system was switched on, Solutions Diverse reported that there were no major teething problems, due to the robust testing that was carried out prior to going live, 'Evergreen is definitely in my top 10. I have not had the opportunity yet of recommending them to anyone else, but I would certainly recommend them in the future. For any future work, I would not bother to go anywhere else. Evergreen would be my first port of call.'

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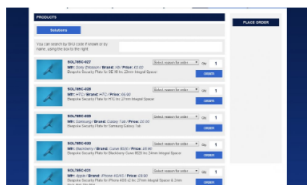
With both Solutions Diverse and Evergreen's shared commonality 'can do' approach to business, Pete Hewitt concludes that he has nothing but praise for the working relationship he has enjoyed with Evergreen. 'Evergreen is definitely in my top 10. I have not had the opportunity yet of recommending them to anyone else, but I would certainly recommend them in the future. For any future work, I would not bother to go anywhere else. Evergreen would be my first port of call.'

Click here to visit
www.solutions-diverse.co.uk



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