

CaseStudy

Quote

"The management team at STJ Retail is a group of industry professionals who has consistently shown a commitment to partner with Thrifty Foods to plan for and ensure the success of systems initiatives, adding value both technically and from a retail perspective." – Michael Rassenti, V.P. Information & Technology

Profile

In 1977 Alex A. Campbell opened the first Thrifty Foods store, located in Victoria's Fairfield community. With a clear commitment to top-quality products, competitive pricing and outstanding customer service, Thrifty Foods has evolved into a thriving chain of 22 stores that currently enjoys over 40 per cent market share in Victoria and 25 per cent market share on Vancouver Island overall.



customer profile

Name: Thrifty Foods

Location: Vancouver Island, B.C.

Solution: Vendor Management and Total Store Support Services

Thriving Grocery Chain Partners with STJ Retail to Increase Operational Efficiency and Provide a Single Point of Contact for Store Systems.

Challenge: Thrifty Foods had a number of solution providers involved in servicing their store environment and the management of these vendors had become so complex that it was distracting them from their core business. Thrifty Foods needed a partner that could act as the single point of contact for all store systems, manage vendor relationships and take ownership of any issues from identification through to resolution.

Solution: STJ Retail was chosen as the single point of contact for store systems and was assigned the mission of aligning the various vendors and providing total store support. This mandate included all hardware and software maintenance, Electronic Funds Transfer, bank reconciliation, store support and

systems development services for their IBM 4690 POS environment.

Result: Since the year 2000 Thrifty Foods and STJ Retail have developed a strong and positive working relationship. The STJ Retail team has been able to increase the level of service and "effect change" in Thrifty Food's existing environment that has resulted in functional enhancements and operational improvements at both the store and head office levels. Over time, STJ has taken on even more responsibility including operating system upgrades and development of an integrated gift card solution. All projects contracted with STJ Retail have been delivered on time and on budget.

8001 Weston Road, Suite 400
Woodbridge, ON L4L 9C8
Phone 905-851-6600
www.stjretail.com

