

Customers

Eco-Chic Consignments, Inc.



“We are a complex operation, with requirements that go beyond traditional retail. Retail Anywhere has been able to meet our requirements in all areas while delivering a system that is user friendly and requires minimal training time for our employees.”

Ann Siner, Owner & CEO of Eco-Chic Consignments Inc.

Company Overview

A consignment retailer, Eco-Chic operates 11 store locations throughout Phoenix and Scottsdale Arizona with four different store concepts; My Sister's Closet—recycled designer apparel, My Sister's Attic—recycled home furnishing, Small Change—recycled kids stuff, and Well Suited—men's resale. Eco-Chic's resale model is 100% consignment, offering top brands like Armani, Prada, Burberry, Tommy Bahama, Moschino, and Chanel priced 60% to 90% below retail.



Eco-Chic's top priorities were to improve data quality and inventory management while providing its customers with a quick and accurate transaction process.

- Retail Anywhere Software used: Retail Anywhere POS, Retail Anywhere Enterprise, PCCharge Interface
- Retail Anywhere Services Provided: Enterprise Server Hosting, Remote Monitoring, Help Desk Support, Training
- Number of Stores: 11 store chain
- Number of Retail Anywhere POS Stations: 2–6 per location



Success Stories

Eco-Chic Consignments, Inc.

When Ann Siner opened her first consignment store more than 15 years ago, she could never have imagined how the resale industry would grow. According to the National Association of Resale and Thrift Shops, resale is a multibillion-dollar industry with an estimated 20,000 resale shops and is growing at a rate of 5% annually.

Today, Ann operates 11 resale stores throughout Arizona. To ensure success in this competitive market and compete with traditional retail, Eco-Chic needed a solution that could manage its extensive inventory while ensuring improved customer service at the Point of Sale (POS) and beyond.

Eco-Chic's technology was outdated and cumbersome for employees to navigate. They needed a standard POS solution with the ability to view all customer and consignor account details (purchase history, items consigned, payouts and balances) in real-time at all stores and corporate office locations. With little technical staff, Eco-Chic also needed an affordable solution that would be easy-to-use and implement as well as secure and dependable with on-site service options.

Ann considered a number of solutions before choosing Retail Anywhere software and the IBM SurePOS Hardware. Using Retail Anywhere's POS and Enterprise solutions, Eco-Chic now has the real-time details to accurately process customer and consignor transactions involving charges, credits and payouts. Their customers now have the ability to shop and consign at any of the 11 Eco-Chic locations. Wish-lists are also part of the new solution, providing customers with notification when specified inventory (wish-list) becomes available. The new solution has increased the efficiency of Eco-Chic's cashiers, shortened customer wait times and increased satisfaction levels. It has also allowed Ann to devote more time to developing her business and identifying the newest trends.



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