



**“My moment was realising
how much control we
had over the business.”**

Salon First

From outdated to ahead of the trend

As it grew, Salon First added different business management and IT solutions into the mix, only to find after a few years that each one had shortcomings and none were working together.

Getting to the root of the problem

"In a sense, we were driving blind," said Jeanette McConville, Salon First's Administration Manager. "We seemed to be chasing our tail all the time, trying to get a complete picture of the business instead of just fragments."

Double-handling of data was also an issue. The systems were so fragmented that some information needed to be separately entered into different programs with a domino effect of inaccuracies and inefficiencies.

The situation came to a head when the company decided to introduce a bar coding system to improve its inventory management. Salon First decided on a retail specific system, but according to Ms McConville, after 18 months it had become a nightmare – it was inaccurate, poorly integrated and very laborious.

As a result, Salon First sought a new IT solution and Ms McConville drew up a detailed list of requirements to ensure past mistakes weren't repeated. After reviewing several options, Pronto was chosen based on their track record and willingness to work closely with the team to understand the business.

"Pronto worked hard to get to know the intricacies of our business and stayed very solutions focused," said Ms McConville.

Fashioning a unique solution

As a predominately wholesale business, there were two clear areas of focus for an IT solution, however each one needed to be highly customised:

1. Inventory management, including warehousing and point-of-sale, with an emphasis on supply chain management and clarity of stock levels
2. Financial management, including general accounts and payroll, with far greater operational visibility across all areas of the business

The beauty in numbers

The implementation of Pronto's suite of solutions was very smooth according to Ms McConville, and the company reaped immediate returns.

"Pronto Xi's Advanced Warehousing and Inventory modules give us complete confidence in our stock levels and allow us to drill down into detailed information, no matter where the stock is held in our supply chain," said Ms McConville.

"We can now market sale items, identify slow-moving product and turn it over more quickly, which allows us to maintain much tighter inventory control," she added.

In terms of financial management, the benefits have also been significant, especially in relation to accessing clear and timely information.

"Salon First actually consists of three separate companies, so to have one clear data set from day one blew us away," said Ms McConville. "We can find out what's going on in the business quickly and easily, so we can pinpoint what's working well or not so well and act on it straight away."

"We also integrated the Point-of Sale module into our system which has definitely improved our customer service. Using reliable bar code and scanning technology, we can serve customers more efficiently and, for example, find the nearest stock if it's not in that particular store," said Ms McConville.

"We are keen to revamp our web presence and introduce an ecommerce function too, and we will definitely be working with Pronto to make those things happen."

Salon First

- Established in 2007, Salon First has quickly grown to become the largest wholesale supplier of professional beauty and nail products in Australia
- Stocks and supplies over 8,000 products
- Distributes to more than 21,000 customers





“Pronto Xi has given us a much clearer view of our operations, with real-time data and information we can act on..”

Jeanette McConville, Administration Manager, Salon First

The Salon First makeover.

Salon First was stuck trying to manage thousands of products and transactions with a dated and poorly integrated IT system.

We Listened

carefully to the management team’s requirements, which focused on warehousing, inventory and financial control.

We Adapted

a comprehensive suite of integrated solutions based on the robust Pronto Xi platform.

We Revealed

a new warehousing and inventory system that allowed for much tighter inventory control, along with a fully integrated financial management system offering greater operational clarity and more productive decision-making.

PRONTO
SOFTWARE

info@pronto.net
1300 PRONTO (1300 77 66 86)
Find your moment: pronto.net

Tailor-made business software solutions.

Pronto Software has been developing award-winning business management software for over 30 years. With in-built intelligence, flexibility and an easy-to-use interface, its flagship product, Pronto Xi, enables users to discover rich business insights.

Pronto believes in the power of actively listening to clients, adapting our product to meet their needs and finally revealing the best solution. It’s how we continually surpass client expectations, delivering moments of utter surprise and delight.