



⚠ CHALLENGE

Vickey Wegener and her husband owned a rosary and book store in central Michigan for several years before deciding that they wanted to expand into other business areas. After giving it some thought, they chose to become franchise owners of an Educational Outfitters store, inspired by the private schools their children attended. In 2006, they opened their first Educational Outfitters store in Lansing, Michigan and opened a second storefront in Grand Rapids in 2009. Educational Outfitters is the nation's premiere source of school uniforms and dress code apparel with locations across the country.

With two stores in two different cities, it became increasingly difficult to run her business, as she could only be in one place at a time. Vickey was also frustrated because she couldn't keep track of her back orders with her old POS system. She became desperate for a new POS and explained to Educational Outfitters, "I'm switching with or without you." Her store in Lansing became one of the three pilot stores within Educational Outfitters to implement RICS Software.

**Educational
Outfitters** 

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— Vickey Wegener, Owner,
Educational Outfitters

🔧 SOLUTION

In 2011, five years after opening the Lansing location, Educational Outfitters switched over to RICS. The RICS team worked closely with Vickey's store during the implementation process. The RICS consultants took the time to get to know her business so they were able to explain how RICS worked specifically for Educational Outfitters, making the transition seamless.

Vickey uses RICS on a daily basis to run her business. She is always spending time using the Inventory Inquiry feature to view the quantities of items she has on stock. This way, **she is able to create her purchase orders in about 15 minutes, which is something that used to take hours.** She also spends time running the End of Day reports to make sure her cash drawer is balanced. Vickey explains that "before RICS, the drawer used to never balance. Now every day, to the penny, it balances."

She has also found that doing a physical inventory is much simpler now than it was before. **"I know that the inventory is accurate when I am done. If the computer shows that we have it, then I know we have it,"** she says. RICS provides Vickey with data she can trust and gives it to her in a timely manner.



RESULTS




Now that Vickey has been using RICS for several years, it is much easier to manage two stores in two different locations. She states, **“I just feel like I have a really good handle on my business now.”** Because RICS is based in the cloud and provides real-time data, Vickey says that she can “run the reports and make myself a cup of tea before even getting into work.”

Because of the reporting and inventory management capabilities within RICS, Vickey now has more control over what is coming in and out of her inventory. **Using RICS, she was able to decrease her dollars spent on inventory by 40%, keeping her from over-ordering unnecessary inventory.** She is grateful to have more control over her inventory. She explains, “People say, ‘I don’t have the time to enter that information in the summer.’ I say, you don’t have the time NOT to do that.”

Vickey can even use RICS to look at inventory levels at other Educational Outfitters stores. This allows her to see who in the country has certain items in stock and can either get rid of extra inventory by contacting them, or have them send her items that she needs.

Overall, RICS has increased efficiency and reliability for Vickey’s two Educational Outfitters stores. RICS has helped save her time, money, and resources. In fact, Vickey used to work until midnight or later to do all of her calculations and reporting during her busiest months in the summer. Now with RICS, she can operate with one fewer person and she can work from home. When Vickey has a question or needs some extra assistance, she is happy to know that she can always call the help desk for support.

RICS Software is a cloud-hosted retail POS software solution. RICS provides point of sale, inventory control, customer management, and reporting tools to help retailers save time, spend less, and sell more.

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