



CUSTOMER PROFILE

GOODWILL

For most retailers, inventory management can be a fairly routine procedure. When orders come in, items are scanned and placed on shelves. When items are purchased, they're scanned out and updated in the system. This is not the case for Goodwill Industries. With nearly all inventory donated by local citizens, keeping track of what comes in and what goes out can prove a difficult undertaking. So when Jim Bouplon, IT Director at Goodwill Industries of Akron, OH, began searching for a new point of sale and inventory management package, he knew he would need one that provided the ultimate in customizability and flexibility. After an intense search, Bouplon and his staff purchased CounterPoint.

CounterPoint's open database has allowed Bouplon and his Radiant Retail Partner, Retail Control Systems, to customize the system to fit the unique needs of Goodwill Industries. With no barcodes on most items, inventory management can be an arduous task, but with CounterPoint's flexibility, Bouplon is able to do it with ease. "Our stores are not typical of regular retail establishments," Bouplon says. "We rely on the generosity of our community to provide us with the majority of our inventory. We also accept a wide array of items from clothes to auto donations. CounterPoint gives us the ability to customize the system to meet our needs."

Another advantage of CounterPoint is the support of Retail Control Systems. Bouplon characterizes his relationship with his partner as "critical to the success of this project," saying they have been right there for Goodwill "every step of the way."

As a cost-effective option providing inventory control, reporting capabilities, and a host of other features, CounterPoint has been just what the doctor ordered for Bouplon and staff. Since its installation in 2003, CounterPoint has allowed for more centralized management and tighter controls throughout the store, and Bouplon expects to reap more benefits in the future. "Being a non-profit organization, we have to keep our eyes on cost," Bouplon says. "CounterPoint gave us the most features and options for the lowest cost of ownership."

EXPAND YOUR HORIZONS

CounterPoint is ideal for retailers of all sizes and will grow with your business. From single-site to multisite, CounterPoint delivers consistent performance across your entire organization.

SIMPLIFY YOUR LIFE

Only Radiant Systems offers businesses a complete retail solution. Everything you need to automate your business is produced from one company.

MAKE PROFITABLE DECISIONS

CounterPoint allows you get to the heart of your data, allowing you view it, export it, and manipulate it to fit your specific needs.

ACCELERATE YOUR BUSINESS

Streamlined point of sale means faster tickets with minimal errors. On-the-fly data entry lets you add records from anywhere in CounterPoint, and data driven lookups help you find those records in a flash.

*"COUNTERPOINT IS A FEATURE-
PACKED PROGRAM THAT WAS ABLE
TO STREAMLINE OUR INVENTORY
PROCESS"*

*— JIM BOUPLON
IT DIRECTOR*

GOODWILL INDUSTRIES OF AKRON

