

EUREKA CUSTOMER PROFILE: MCCARTNEYS OF MOIRA

CUSTOMER SINCE: 2001 PRODUCT(S) USED: EUREKA GOLD, EUREKA WATCHMAN

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We have been using the Eureka Gold package since June 2001 and have received regular updates over the years; this has made it into one very clever piece of software. We depend very much on the information it collects to help us plan our manufacturing and retail sales especially at Christmas, Easter and the BBQ season.

The retail sales area of our shop has six Bizerba CE 800 scales from which Eureka draws the information on products plus the individual sales figures for our staff. We can keep up to speed with how sales are progressing through out the year, with the help of the reports and useful graphs it produces.

With Eureka it is so easy to operate the scales remotely from the office, entering new products, changing prices, stock control/ valuation, retrieving sales figures etc. making the day to day running of the business simpler and more professional.

As with Eureka, we have become dependant on LCCS to keep our computer systems up to date. The latest piece of software which was written for us is Eureka Watchman, working with both Bizerba and our Security Company, LCCS developed a package to link our transactions from the scales to be recorded on our digital closed circuit camera system. Each scale has a camera overhead which records the product being sold, simultaneously Eureka Watchman retrieves the product name, weight, price, operator's name, sub totals, totals, money received, and change given. All this information is recorded for every member of staff serving on the counter.

We have always found the service from LCCS second to none. We like dealing with professionals who know their game.

[Partner]