



CASE STUDY · COMMERCIAL

A Texas kitchen retailer moves online and grows revenue 30% through the pandemic.

A two-month pandemic closure put a main street shop's future in question. Weaver helped it choose a new POS, build online sales and load more than 16,000 items.



CUSTOMER

Specialty Retailer,
Texas Hill Country

INDUSTRY

Retail

PARTNERS

POS and e-commerce
platform vendors

LOCATION

Historic main street

THE CHALLENGE

A thriving shop, suddenly closed.

The store is an independent retail shop on a historic Texas main street, offering an extensive collection of cookware, kitchen gadgets and unique culinary finds.

The business was thriving until the pandemic forced it to close for two months. It needed to adapt its business model quickly to keep operating.

An online presence was the answer, but the store's point-of-sale (POS) system was outdated and not suited to online business. The owners reached out to Weaver for an assessment of their infrastructure and a conversation about building an e-commerce site.

THE STARTING POINT

2 months

Closed by the pandemic, with the future of the business uncertain

Outdated POS

A point-of-sale system that couldn't support online sales

16,000+ items

Inventory that would need to be coded and uploaded

THE APPROACH

The Weaver Way: navigate the options, then commit.

Weaver started with an assessment of the store's existing infrastructure and critical needs. The team then reviewed five different POS systems against the store's requirements for budget, functionality, bandwidth, availability and security, and built a solution around the one that fit, including support for online sales. Weaver also developed the e-commerce website so the new POS and the online store worked together from the start.

PROJECT CAPABILITIES

IT infrastructure assessment

POS system selection and implementation

E-commerce website development

Inventory management and training

Secure data management

Ongoing support and consultation



We treated the project as if we were co-owners, so the store could pivot successfully and emerge stronger from the pandemic. Doing right by the customer made all the difference.

THE RIGHT REASON · WEAVER TECHNOLOGIES

THE RIGHT IT SOLUTION

A new POS built for selling online.

Weaver helped the store through the learning curve of new technology, from choosing the platform to getting its inventory online.

SELECT

Five POS systems reviewed

Options weighed on budget, functionality, bandwidth, availability and security before a choice was made.

IMPLEMENT

POS and e-commerce

A new POS system that supports online sales, paired with an e-commerce website.

ENABLE

Inventory and training

Staff trained on the new system, with help coding and uploading more than 16,000 items.

THE RIGHT TIME

Assessment, solution and support, in that order.

Weaver planned and executed the project in clear stages, so the store could move online without guessing at technology choices. Hands-on help with training and inventory kept the owners focused on running the business.

1

Assess

INFRASTRUCTURE

Existing infrastructure evaluated and critical needs identified.

2

Select

5 POS SYSTEMS

Options reviewed and a new POS chosen that supports online sales.

3

Support

16,000+ ITEMS

Staff trained and inventory coded and uploaded.

✓

Result

REVENUE UP 30%

Online sales running and the shop reopened to steady foot traffic.

OUTCOMES

Revenue up 30%, despite the pandemic.

The upgrades gave the store an online presence, better inventory management and improved reporting. Revenue increased 30% despite the pandemic, the shop reopened to a steady stream of foot traffic, and online sales expanded its reach to customers around the world.

■ Enhanced online presence	■ Streamlined inventory management	■ Improved reporting capabilities
■ Revenue up 30%	■ Expanded reach to global customers	■ Comprehensive support and training

THE RIGHT REASON

Treated like co-owners

Weaver approached the project as if it had a stake in the store, focused on helping the business pivot and come out stronger.

The right fit, not the first option

Reviewing five POS systems meant the store got technology that fit its budget and needs, not a default choice.

A COMMON CHALLENGE IN RETAIL

Many independent retailers run on in-store systems that were never meant for online sales. When circumstances change quickly, choosing the right POS and getting inventory online are what make a fast pivot possible.

Thinking about selling online?

Weaver can assess your current systems and help you compare POS and e-commerce options that fit your budget.

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WEAVER

ABOUT WEAVER

Dell Titanium Partner. Since 2006, Weaver has helped organizations build IT strategy and security so they can focus on their craft. We serve education, state and local government, healthcare and commercial customers across the U.S. and internationally.

Right IT Solution.
Right Time. Right Reason.