



Name of the client- NAAFI

Line of Retail – Retail in Defence – Hyper markets

Caselet brief

Organization summary – NAAFI (Navy, Army and Air Force Institutes) provide services & products to the British forces that were unavailable through the military system. It has over 500 outlets in 16 countries and on 38 ships around the world, ranging from sophisticated supermarket and department store type facilities to one-man canteens operated on ships.

It operates shopping facilities, bars and clubs, bowling alleys and wholesale services where required, and returns profit to the Services in a number of ways, both locally and centrally as a contributor to welfare funds.

NAAFI employs over 4000 staff world-wide, funds. It is a major sponsor of Services sport, enabling over 800 men and women to pursue their sports representing the Navy, Army or RAF in disciplines as wide-ranging as canoeing, basketball and football.

Challenges - Flexible solution: To be proactive rather than reactive in managing the business, provide management with information, helping them make timely and accurate decisions. Integrated solutions for all shops & clubs

Solution -Microsoft Navision and Infostore Solutions from Landsteinar Strengur to handle all their retail and leisure business internationally.

A flexible solution, built entirely inside a MBS – Navision database. Infostore setup can vary from a single shop with a single POS, to multiple shops, connected either via a Terminal Server, or with data replication between the shops and the main office. The Front office can be either a touch screen or keyboard Infostore POS Cashier. The Back office has extended functionality, beyond standard Microsoft Navision.

Infostore Inventory Management connects the Back office of Infostore to equipment such as wireless hand-held units, Palm Pilots®, etc. Infostore also offers plug-ins (Shadow Systems) for special functionality like restaurant, pharmacy, rental, apparel, etc. Infostore in combination with Microsoft Navision, therefore, covers the whole supply chain for its users, suitable to most mid-sized businesses. Infostore is an authorized add-on for Microsoft Navision and fully utilizes all standard modules within Navision software.

“We spent a great deal of time looking at the systems available in the marketplace, going through a rigorous selection exercise with NAAFI’s senior management team. The end result was the selection of a system called Infostore. We are particularly pleased that the system is able to cover all our requirements, providing an integrated solution for all shops and clubs.”

Nigel Roccroft, IT Director
