SYM-PAC

Kincumber Mitre 10

Why SYM-PAC is our choice

- SYM-PAC Debtors & customer management features
- Invoicing functionality
- Point of Sale and Integrated EFTPOS
- Signature Pad integration
- Inventory control

"We started cold 25 years ago and we have currently been using SYM-PAC for 15 years now.

"We started off in an old store and turned over $150 thousand a year, now with the help of SYM-PAC, we're turning over $10.5 million a year.

"Our business was Retail up until 8 years ago — now it is 60% Retail and 40% Trade. This could not be achieved without SYM-PAC."

— Steve McCumstie,
Store Owner & Manager

Customer Profile

- With SYM-PAC since 1998
- 17 users across 2 locations
- Kincumber, NSW
- Buying group: Mitre 10
- In business since 1988

Our customer

Kincumber Mitre 10 was first established in 1988 by Steven McCumstie & Murray Vaughan as a small Mitre 10 store in the local Kincumber Shopping Centre before moving to their current location in 2003. Servicing the community of Kincumber, located halfway between Sydney and Newcastle on the beautiful NSW Central Coast, customer service & satisfaction has always been their main focus & priority.

The store has won several awards including NSW Hardware Associations Store of the Year, Mitre 10's NSW Solutions Store of the Year, Mitre 10's National Store of the Year in 2008 & 2009. The new Trade Centre recently opened in September 2011, which now means Kincumber Mitre 10 is the Centre of the Central Coast not only for Retail & D.I.Y. but now for Trade as well!

There are many examples of the store's support of the local community, including sponsorship & support of Kincumber Mens Shed, Kings of the Coast Board Riders competition & local Surf Life Saving Clubs.

Fantastic growth

Steve & Murray's business started 'cold' 25 years ago, and they have been using SYM-PAC since 1998. After starting off in an old store and turning over $150 thousand a year, they have now grown to two locations and are turning over $10.5 million a year.

Steve McCumstie, part owner, explains, "Eight years ago we relocated to our current site where we originally continued to grow our retail business.

"About four years ago we started to move into the trade, which led to the development of a second site of 1500sq to become a future trade site allowing us to grow our trade business.

"Now the mix is about 60% Retail and 40% Trade," says Steve, "and this could not have been achieved without SYM-PAC."

Favourite SYM-PAC features

The favourite parts of the SYM-PAC system at Kincumber include:

- SYM-PAC's Debtors & customer management features
- Invoicing functionality
- Point of Sale and Integrated EFTPOS
- Signature Pad integration for proof of purchase
- Inventory control

"I'm also currently doing some work with our discount structures," says Steve.

"Running SYM-PAC allows all our independent department managers to each control the Inventory of their departments a whole lot better.

"This allows me also to effectively judge how each of the managers are going with their key targets for each department," says Steve.
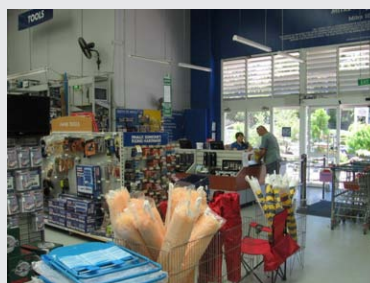
"Overall this is a small example of the many efficiencies we now have built into the way we do business, which have been introduced as a result of having the functions available within our SYM-PAC system."

Future plans

The addition of the second site means some more changes. "We want to implement SYM-PAC Multi Store in the new year," he says.

The business has recently added a new employee to look after Systems Administration. Steve sees this as a positive, as the business has grown in size and complexity, and he wants to make sure that he gets the best and the most out of their SYM-PAC functionality.

Kincumber has also recently upgraded to an Extended Service Level Agreement with SYM-PAC, allowing them to enjoy customised services from SYM-PAC which are specifically tailored for their requests and needs.

About SYM-PAC:

SYM-PAC is used by hundreds of stores across Australia, with thousands of individual users getting their jobs done with a SYM-PAC system.

Established in 1991, in 2016 we celebrated 25 years of providing innovative solutions to Australian retailers across a number of industries —

- Timber & hardware
- Industrial & construction industry supplies
- Tool suppliers
- Rural merchandisers & farm supplies
- Camping & outdoor retailers
- Electrical appliance retailers,

and many more.

We cater for a variety of retail structures —

- Buying groups & their members
- Independent retailers with more than one buying group
- Multiple stores or branches with the same owner
- Franchise stores & franchise head offices,

and many varying combinations of the above.

We love bringing practical retail innovation to Australian retailers all over the country.

Our business is built on growing your business, your efficiency, your profits.

To find out how SYM-PAC can work for your business, contact us on:

1800 796 722