Viberts Mitre 10

Why SYM-PAC is our choice

- A modern Point of Sale system with up to date procedures & designs
- Integrated EFTPOS and Signature Pads integration
- Auto Email — saves money & it's what our customers expect
- SYM-PAC's Help Desk service is great
- SYM-PAC's data manipulation is greatly enhanced with the latest version
- Software updates come through regularly

Customer Profile

- With SYM-PAC since 1996
- 5 users at 1 location
- Tatura, Vic.
- Buying group: Mitre 10
- Family hardware business since 1889

"During our most recent upgrade, we had high quality personnel from SYM-PAC onsite who were able to put out any fires.

The actual conversion was practically painless & incident free. The minor problems that did come up were promptly fixed.

Overall, the SYM-PAC software works great out of the box!

The most pleasing discovery is the Help Desk. It's wonderful to find that all the positive things I'd heard are actually true.

Clearly there is a depth of knowledge and a service culture there.

With SYM-PAC, we have a modern Point of Sale system in place, with a very long list of new features we enjoy — too long to be specific!"

— Richard Vibert,
Store Owner & Manager

Our Customer

Richard and Jackie Vibert are the 4th generation of the Vibert family to have locally owned and operated Viberts Mitre 10 — and now son Tom, 5th generation, has joined the business as well!

2014 will be their 125th year of servicing the Tatura & district community, with the original shop opening in Shepparton in 1889.

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*     ED. J. VIBERT                    *
*        (Established 1889).           *
* Timber Merchant & Building Contractor *
*  Over 300 House and Bungalow Plans always in stock for *
*                customers' guidance.  *
*     Australian Flooring Factory,     *
*  Office, Machinery Joinery Works and *
*             Timber Yards,            *
*   Wyndham Street, Shepparton.        *
*            Telephone 18.             *
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Tell it like it is!

From SYM-PAC's perspective, Viberts is one of those customers you count yourself lucky to have. Since 1996 Richard has been using SYM-PAC, always providing considered, DETAILED and valued feedback. It's a huge benefit to SYM-PAC to have customers like these who hold us to account for the quality of our product and our service delivery.

Given this, we want to share two stories about Viberts.

SYM-PAC: an upgrade story

After being on SYM-PAC's older version 7.60 for many years, Richard finally decided upgrade to version 8.0 in September 2012.

- *Why they hesitated to change & what changed their mind:*

"We found SYM-PAC's version 7.60 very stable, and it was doing all we needed at the time," says Richard. "Also it has to be said, we had a bumpy experience the last time we upgraded, so we were hesitant to change just for change's sake."

"We'd started to get some pressure from our previous buying group (Danks) to change from SYM-PAC and put in a different system. This created the need to thoroughly research what was available," he says — "and SYM-PAC won."

There was a customer expectation for email communication, and a need for better data manipulation — and upon assessment, the latest version of SYM-PAC met those needs for Viberts.

- *Changeover preparation*

Before any installation, SYM-PAC works with the store to review their requirements, their expectations and their priorities for what they want to get from the change.

For Viberts, all hardware and all machines were upgraded. A new server and software were also put in place, with the latest version of Pervasive (for database processing enhancement).

"We allowed plenty of time for any network issues to be sorted out," says Richard. "And it was a benefit to have the new version, SYMPAC's version 8.0, installed on a test system in advance so that we could get familiar with the changes to the software."

- *The upgrade process itself*

As is SYM-PAC's usual method, a test conversion was completed to identify any potential problems.

"High quality personnel onsite from SYM-PAC were able to put out any fires," says Richard. "The actual conversion was practically painless and incident free. The minor problems that did come up were promptly fixed.

"Overall, the SYM-PAC software works great out of the box!" he says.

- *Since the upgrade*

"The most surprising and pleasing discovery is the Help Desk," says Richard. "It was wonderful to find that all the positive things I'd heard were actually true!

"Clearly there is a depth of knowledge and a service culture that was not always there previously," he says.

- *The benefits to the store*

"We have in place a modern Point of Sale system without some of the older out-of-date procedures and designs — particularly EOD and EOM, etc," says Richard.

"There's a very long list of new features we enjoy — too long to be specific!

"Our customers are enjoying the integrated EFTPOS and signature pads, and the Auto Email for emailing invoices & statements not only saves a bit of money, but is also what our customers expect," he says.

Finally, "the Help Desk service is great!" he says.

SYM-PAC: a service story

This feedback is personally from Richard Vibert after an incident of server drama that happened in February 2013.

"We got to work this morning to be greeted by the very thing you never hope to see — a dead file server. We have never, since we went to SYM-PAC POS in 1996, had a drama with a server.

I just thought I'd share our experience with the Help Desk with you.

After deciding that the machine was dead, I gave the Help Desk a ring. They had us up and running on the backup server within a few minutes. Later when we realised that we had no EFTPOS, they also got it up and running quickly.

Just now, with a fixed server sitting in the cupboard, they have reinstated it and we're back to normal again.

There are a few things that really impressed me about all this.

- There was somebody there to answer the phone at 7.30am and they were able to help straight away without having to get help themselves.

- The backup server setup that SYM-PAC employs that we all take for granted really works!

- We can run the whole system using a PC as a server.

- We didn't need to restore from any backups (off a disk).

- SYM-PAC specified a RAID array for the server. Although in this case the controller failed to notify us of a dead drive — instead it chose to throw its arms in the air and not go on when one drive died — we did end up with a full working, bootable copy that was simply ghosted to the new drives.

- 2 hours from being put on the bench dead, it was back in the car fixed!

Whilst we do have good backups of everything, we saved an enormous amount of time and grief because of the way SYM-PAC implements its installation.

Naturally none of this is news to you, but I do think that praise should be given when its due and I hope you pass it on to the Help Desk guys."