



Wilson's Hardware



Why SYM-PAC is our choice

- Point of Sale is user friendly and simple
- If required, you can go in depth with the system with a huge range of reports
- Helpful & friendly staff
- The SYM-PAC system overall is very good — stable & comprehensive

Customer Profile

- With SYM-PAC since 1997
- 10 users across 2 locations
- Bacchus Marsh, Vic.
- Buying groups: Danks & HBT
- Family business established in the 1930s

"In the seventeen years that I've used SYM-PAC I think that SYM-PAC's approach has concentrated on the development of their product to a point where it is a stable and comprehensive system.

We love SYM-PAC as it has the ability in Point of Sale to be very user friendly and simple — but when required you can go in depth with a huge range of reports that tell you exactly what's going on with the business.

SYM-PAC has helped our business and I would recommend them to other stores."

*— Doug Wilson,
Store Owner & Manager*

Our customer

Wilson's Hardware & Building Supplies in Bacchus Marsh has been part of the fabric of Bacchus Marsh, on the western outskirts of Melbourne, since the 1930s. With Doug Wilson and his brother at the helm for the past seventeen years, Wilson's is now in the hands of the third generation of the family, and is one of the oldest family businesses in Bacchus Marsh.

Only 50k west of Melbourne, Bacchus Marsh has grown from a country town servicing the local farming district, to a commuter town that's practically an outer suburb — and is one of the fastest growing areas in the state. As the town has changed, Wilson's has grown to accommodate the needs of both increased trade and local customers.

With an extensive timber yard at the rear, and with their fleet of trucks, Wilson's makes regular deliveries not only to Bacchus Marsh, but right across Greater Melbourne as well.

Wilson's and SYM-PAC

"We've used SYM-PAC for a very long time now," says Doug. "We brought SYM-PAC into the store in 1997.

"I say 'We've used SYM-PAC from the very beginning' because it feels like that was the beginning of us managing the business differently to what we'd done before.

"Back then, we did start off with some small teething problems, but things are much better now and we're getting a lot out of the system," he says.

The scope of the system at Wilson's

Wilson's has 10 users across 2 locations. The store uses SYM-PAC's General Ledger

and Creditors modules, as well as the Loyalty module that ties into Danks' Loyalty program — and also has Integrated EFTPOS and Signature Pads at Point of Sale.

Benefits of SYM-PAC

"We love SYM-PAC as it has the ability in Point of Sale to be very user friendly and simple — but when required you can go in depth with a huge range of reports that tell you exactly what's going on with the business," explains Doug.

Doug says that SYM-PAC has helped his business and he would recommend SYM-PAC to other stores.

The 3 best things

Three areas that Doug picks as the best things that SYM-PAC has brought to the business are:

- the Point of Sale solution,
- Stock control and
- Detailed sales reports.

"I really can't pick out one area of the system that is better than the others — the system as a whole is very good overall!"

Doug loves the staff as well — "helpful and friendly".

"In the seventeen years that I have used SYM-PAC I think that SYM-PAC's approach has concentrated on the development of their product to a point where it is a stable and comprehensive system," he says.



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



SYM-PAC Solutions

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we listen

we innovate

we deliver

Solutions to
get on with
business

