

MOLTON BROWN

L O N D O N



MOLTON BROWN TRUSTS ITS OPERATIONS TO DATASCAN RETAIL SYSTEMS

Background

Molton Brown, The year was 1973. Molton Brown opened at 58 South Molton Street in London's Mayfair as a hair salon. Dale Daxon Bowers joined the team in 1978 fresh from Mary Quant cosmetics, and set to work in a makeshift lab in the kitchen above Browns boutique. Dale's passion, creativity and belief that nature would be the focus for her new inventions, was the source of a whole new range. She was a perfectionist and she wanted to follow her own path. Two decades later and the creative team have expanded out of the South Molton Street make-shift lab to a more glamorous set-up in Hertfordshire, just outside London. Today the scale is bigger; you can now experience their creations in more than 70 countries world-wide, in their own emporium, spas and online and in the world's leading luxury hotels and airlines.

Industry: **Cosmetics**
 HQ: **London**
 Offices: **World Wide**
 WebSite: **www.moltonbown.com**

Solution

Product: **Retail Pro 9.2 & 8.6**
 Scope: **50+Stores Worldwide**
 Retail Pro Customer Since: **2005**
 Servicing Partner: **Datascan Retail (UK)**

CUSTOMER CASE STUDY

UK Rollout Experience

Molton Brown has been entrusting its Non-UK operations to Datascan and Retail Pro since 2005. In 2007 we were tasked with replacing Molton Brown UK's incumbent EPOS System with Retail Pro. Following six months of extensive planning, the Retail Pro solution was successfully piloted and implemented in the UK. Strategically, managers both in stores and head office now have quick access to the same, information, enabling all decision makers to make better-informed decisions more quickly. When surveyed the Store staff gave Datascan Retail the highest ever recorded score for support services received.

What did you think of DataScan's customer service?

When asked about Molton Browns experience with DataScan Retail Systems Rhodri Williams (IT Project Manager Molton Brown) says:

"Molton Brown has worked closely with DataScan for many years now and it would be true to say that this is a real partnership and not a simple Supplier / Client relationship. Molton Brown can be a very demanding customer and Datascan have always gone "the extra mile" to ensure that continued relationship remains a strong one. We have been through a number of estate wide projects be it simple Hardware Replacements or more complex Software Upgrades and I have been continually impressed at the levels of professionalism, project management and execution displayed by Datascan throughout."

System Overview

50+ Stores worldwide with 46 UK Standalone Stores and 20+ House of Fraser concessions.

IBM SurePOS Tills with Lenovo back offices guarantee reliability.

Covered by Datascan Retails own in house Support team 24/7

Integrated Chip and Pin Using YesPay

DataScan
Retail Systems Limited

