



Fermoy Medical Hall was established in 2005 and has become one of North Corks busiest Pharmacies. The pharmacy has approx. 3000sq. /ft. of retail space and 1000 sq. /ft. of dispensary space. We have a large volume of customers through our pharmacy each day so maintaining a high level of customer service and attention is priority in our business.

We made a decision in 2012 to change our EPOS system as we were not getting sufficient information or use with the system we had in place. We had specific reporting, stock and sales functions that we required our EPOS System to generate. With these requests in mind we reviewed and considered 4 potential EPOS companies. We found Retail Integration's Meridian EPOS system to be most user-friendly, functional system with an extensive suite of Sales & Stock Reporting, Stock Management facilities which met all of our requirements, and also price competitive.

The installation and change over process proved to be very quick & without any downtime in business. Retail Integration provided an on-site consultant to install the system and train the staff prior to going live. On the morning of going live the EPOS system was switched over without any disruption to trading and proved to be trouble free with scanning and operating tills etc. The on-site consultant was on hand to answer any questions and ensure that the change-over was seamless.

"The level of customer service with Retail Integration has been of a very high standard. The support team are always available by telephone or email. Since the system has been installed we have requested small modifications or additions to the system to suit our business and all of these requests have been addressed and fulfilled where possible without hesitation or difficulty" Brian Whelan MPSI

The reporting system with Retail Integration allows us to run reports more efficiently and makes our stock and sales management more transparent. We have found it to be of great benefit in stock and sales management as the reports can identify immediately departments, margins, suppliers etc. that need attention.

We would have no hesitation in recommending Retail Integration's EPOS system to another pharmacy or any Retail business. We are confident that Retail Integration will continue to support us with our EPOS as we are very happy with their level of expertise and customer service.



"If you would like verbal recommendation please do not hesitate to contact me."

Brian Whelan MPSI