

# Triumph

## Business Systems

## CLIENT PROFILE

### RETAIL / WHOLESALE

## KOSMIC

**Kosmic, Australia's leading musical equipment and instrument store in the Southern Hemisphere, has now gained international recognition and is listed as one of the top 100 music stores in the world. Kosmic uses its Triumph ERP Point of Sales system to manage sales and stock transactions across more than 14,000 product items.**

Growing from just one Point of Sale station in 1992, to a 47 user system in 2015, Kosmic Triumph's unique connection of the sales action with the accounting system has enabled the company to perform retail transactions, deliver up-to-the-minute stock and retail data and make business decisions on a daily basis.

One of the most challenging aspects of retail growth is the management of stock information. The full range of tasks, from accommodating different (and frequently changing) product names to admitting stock into available inventory, is handled easily and automatically by the Triumph ERP database. Kosmic also rely on Triumph ERP to handle sales and inventory management for Galactic Music, Kosmic's wholesale and distribution arm across Australia and New Zealand.

Real-time inventory information assists Kosmic in reducing sales losses from stock shortages of fast-turning stock and the negative impact of slow turning stock. This is vital for a business that conducts over 200 transactions daily in values that range from a few dollars to many tens of thousands. Kosmic's recently redesigned website reads real-time inventory information from Triumph ERP to advise online customers of stock levels and pricing.

Triumph's powerful reporting system assists decision making by providing analysis of rates of sales, margins, targets and stock churns. Store management is able to look daily at the sales performances of any stock item, supplier, sales department or sales personnel. By pre-setting automatic re-ordering levels, inventory management is kept current and varying lead times can be easily accommodated. Sales staff are then free to spend their time and energy on customer service.

Triumph ERP Point of Sale system is easy to use by all personnel, from sales and stock personnel through to accounting staff. Kosmic's database is also configured to feed its marketing systems, providing data that assists in targeting prospects according to their past purchases and synergies of interest.



*The guitar range at Kosmic is so vast that some times people miss the huge airplane attraction above! On leaving the store they will often say they did not realize it was there!*

**Triumph's Retail  
Management Suite is  
at the heart of  
Kosmic's retail operations**

**KOSMIC**  
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