

# Silvermere Golf Shop

Redhill Road, Cobham, Surrey KT11 1EF

[www.silvermere-golf.co.uk](http://www.silvermere-golf.co.uk)



## Client Overview ...

Officially recognised as the busiest retail outlet on any golf complex in Europe, Silvermere are a stockist for all the leading club manufacturers and provide a comprehensive service, including their renowned custom fitting facility. It is one of the most well stocked golf store's in the UK.

## Our Role ...

At Silvermere Golf Shop, the existing EPoS solution was being retired by Microsoft. They needed to select and implement a new EPoS Management system to support their prosperity and growth as an omni-channel retail business with emphasis on customer ordering and loyalty.

Rod Barlow Consulting worked with the Silvermere retail team providing the following services

- Business Analysis of the company requirements.
- Created a supplier brief document which outlined the organisational culture, MoSCoW requirements and future aspirations.
- Researched the extensive list of EPoS providers and selected a list of prospective suppliers to invite to tender.
- Reviewed the supplier responses to shortlist those who met the criterion of functionality, budget and cultural fit.
- Arranged software demonstrations
- Collaborated with the team at Silvermere to review the shortlist and select a preferred supplier
- Negotiated the contract.

We continued to work with the team at Silvermere and their chosen supplier to guide and support them through the project delivery process, providing best practise and project governance.

The solution went Live August 2021

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