

# Crate & Barrel



S U C C E S S  
S T O R Y

## Epson's Customized Interfaces and Printers Keep Crate & Barrel's POS System Rolling

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Ed Rennemann  
CIO and VP of MIS  
Crate & Barrel

*Crate & Barrel has been delivering fresh, functional, well-designed home furnishings and housewares for over 40 years. Now with over 145 stores, the housewares retailer is one of the most successful and respected in the industry for its products, service and store environments.*

### Rethinking POS strategy

A year before Crate & Barrel's planned rollout of a new POS system, the unexpected happened: the old Axiohm printers running on their legacy NCR systems began having serious problems. Because Crate & Barrel was developing its new POS system internally, it still needed a year to streamline and pilot its new venture. Did it make sense to replace hundreds of printers before installing the new system? What solutions were available? They needed to make sure that the new printers would work with both their legacy and new POS systems.

### Crate & Barrel turns to Direct Source and Epson for the solution

Crate & Barrel found a way to stop its legacy POS system from grinding to a halt. Rather than rushing their new POS system, the chain developed an interim strategy with software solutions provider Direct Source and Epson to put

a solution in place. Epson customized an interface to allow Crate & Barrel to use 700 Epson TM-H6000II printers with their legacy NCR systems in 91 stores throughout the U.S.



"We looked at many vendors, and Epson was the only company able to customize an interface for the legacy NCR system," said Ed Rennemann, CIO and vice president of MIS at Crate & Barrel. "We rolled out Epson printers, which sped up our check-out and gave us time to complete development and pilot test our new POS system."

### Easy migration to new POS system

With Epson Connect-It™ interfaces in place, we were able to offer a customized Epson printing solution that really solved Crate & Barrel's migration problems," said Brad Fick, vice president of sales at Direct Source, an Epson Strategic Business Partner. Epson's Connect-It interfaces provided Crate & Barrel with an easy migration path to an open-architecture system using the same printers as before. When the POS system was ready, the plan was to remove and exchange interfaces in the printers. All the printers would then work with the new system without any modifications to the operating system or application.



Epson's TM-H6000II printers with NCR interfaces sped up check-out and gave Crate and Barrel time to complete new POS system.

### Roll-out of new POS system a success

“A year later, when we were ready to roll out our new POS system to all our stores, the Epson printers moved right over to the new system,” said Rennemann. Each store simply replaced each printer’s NCR specialized interface with a standard serial interface that put the printer in sync with the new POS system. Crate & Barrel could continue taking advantage of the Epson’s TM-H6000II multifunction printer’s benefits including high speed and reliability, crisp two-

#### H I G H L I G H T S

- Epson customized interface allowed use of TM-H6000II printers with NCR legacy system
- TM-H6000II printers increased speed and functionality at POS
- Easy migration of printers to new POS system protected investment
- Epson quality and reliability reduced cost of ownership

color printing, fast and easy validation, quick check processing and ease of use. In fact, the Epson printers had improved performance so much, the sales associates wanted to make sure they didn’t have to give them up.

### Printer solution protects investment

The interface solution was also a cost-effective one. Rather than pouring money into a black hole to fix the old printers, they knew the decision to install the Epson printers was also an investment in the future. Today, the new POS systems are in place working with the same Epson

printers. The revised game plan helped Crate & Barrel take advantage of the most recent technology, protect its hardware investment and migrate to their new POS system when they were ready.

### Wide range of Connect-It interfaces available

Epson offers ultimate flexibility and connectivity options with our exclusive Connect-It™ family of interfaces. With these interfaces, retailers like Crate & Barrel can dramatically increase the speed and performance of their current legacy POS systems. By adding Epson printers with advanced printer functionality, retailers can easily and cost-effectively migrate to today’s leading PC component-based systems.

#### EPSON SOLUTION PARTNER

##### Hardware and Software:

Epson TM-H6000II multifunction printers  
Direct Source software by  
Direct Source, Chanhassen, MN



*Crate & Barrel used customized Epson Connect-It interfaces and TM-H6000II printers to bridge the gap between their old legacy system and their new POS system.*