Case Study

Onyx*

Modernizing Retail Excellence at Onyx/Premium Chain

Trident Implements LS Central License & ERP Integration to Elevate Omnichannel Retail Operations

Industry: Retail & Fashion Chain

Location: Kingdom of Saudi Arabia

Solution Implemented: LS Central – License & Implementation

TRIDENT
Creating Values

ABOUT CUSTOMER

Onyx/Premium Chain is a high-end retail group in Saudi Arabia, known for offering a premium shopping experience through a network of fashion and lifestyle stores. With a diverse customer base and rapidly growing store footprint, the group strives to deliver luxury, convenience, and consistency

CHALLENGES

Onyx/Premium Chain Faced Operational Gaps That Limited Efficiency and Growth

- **Disconnected Retail Systems** – POS, inventory, and financials operated in silos, leading to inefficiencies and delayed reporting.

- **Lack of Real-Time Stock Visibility** – Inconsistent stock tracking across stores led to frequent stockouts and excess inventory.

- **Manual Promotions & Loyalty Management** – Campaigns and customer rewards were not automated, affecting customer retention.

- **Slow Financial Consolidation** – End-of-day and monthly closings were delayed due to non-integrated systems.

- **Inefficient Store Rollout Process** – New store setup required manual configurations and data entry, slowing expansion.

- **No Omnichannel View** – Limited visibility across physical stores and e-commerce platforms hindered unified customer experience.

SOLUTION IMPLEMENTED

Trident Delivered LS Central Implementation Tailored to Premium Retail Operations:

- **LS Central ERP Integration** – Unified POS, back-office, inventory, finance, and CRM into a single, scalable platform.

- **Real-Time Inventory Management** – Enabled accurate, cross-store stock visibility and automated replenishment.

- **Loyalty & Promotion Automation** – Deployed built-in tools to manage offers, seasonal promotions, and loyalty rewards.

- **Financial Synchronization** – Automated daily sales posting, general ledger updates, and multi-store financial reporting.

- **Template-Based Store Rollouts** – Streamlined new store setup with centralized configuration templates.

- **Omnichannel Enablement** – Integrated online and in-store operations for a seamless customer journey.

BENEFITS TO CUSTOMER

- **Centralized Retail Operations** improved consistency and reduced duplication across stores and departments.

- **Better Inventory Control** led to fewer stock mismatches and optimized procurement planning.

- **Higher Customer Loyalty** through personalized campaigns and seamless reward redemption.

- **Faster Financial Reporting** with real-time consolidation across stores, improving decision-making speed.

- **Rapid Store Expansion** through simplified rollout procedures and system scalability.

- **Unified Customer Experience** across digital and physical channels strengthened brand loyalty.

CUSTOMER TESTIMONIAL

"Trident's implementation of LS Central was a game-changer for us. From unified inventory to smarter loyalty programs, the solution brought structure and scalability to our fast-growing retail chain. Their expert team ensured a seamless deployment and ongoing support we could count on."

— IT Director, Onyx/Premium Chain

TRIDENT INFORMATION SYSTEMS

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