

Reviews

Aralco Retail Management Inventory, CRM & POS Systems 2019

Review source from -

<https://www.capterra.com/p/80532/Aralco-Retail-Systems/>



“ We implemented the Aralco Systems and were up and running in 4 weeks ”

Rick from Wood Floors by JBW
Specialty: Specialty Retailer
Size of portfolio: 6 to 10 users

September 2014

Ease-of-use



The POS system provided by Aralco that we use in-store was so user-friendly and efficient that we allocated 3 days of onsite training but only used one half-day to get the staff up to speed. The real cost to implement is minimal due to the fact that the systems are built for users not programmers. Even the most technically challenged users can be operating efficiently in a matter of hours not days.

Functionality



We can now plan to expand knowing that our system is on solid ground.

Product Quality



The reports coming out of Aralco are excellent. The POS side works great; the store guys love it!

Customer Support



We were promised support from the Aralco team to ensure our success. The commitment, service, and advice provided by the dedicated support team exceeded our expectations.

Likes Best

We have stores in both the United States and Canada, and all 5 stores use the system, as well as our head office, warehouse, and manufacturing facility. The Aralco POS and BOS modules have provided us with a needed tool to control inventory, manage customer demand and get control of our costs and profitability.

Likes Least

I like the Aralco software, and I have recommended this system.

Recommendations

I would recommend Aralco to any small-to-medium-sized retailer who is looking for a solution that will meet and deliver immediate results.



“ Aralco: Best POS Solution ”

Sarit from Glam & Fame
Specialty: Apparel & fashion
Size of portfolio: 11 to 20 users

April 2014

Ease-of-use



Most of the buttons/features do exactly what they say. People with limited computer skills can also be trained on this software.

Functionality



If there were some minor enhancements to the features already built in, that would help with some of the roadblocks/limitations we are currently facing.

Product Quality



It's very stable software for all the functionality it offers. We have not encountered any major glitches or crashes, as the software has redundancies built in.

Customer Support



Excellent. Whether it is a minor, obvious roadblock or a major issue, the support team is very helpful and knowledgeable. This is where Aralco stands apart from other vendors. It is the after-sales support where they excel. I am a very happy customer indeed.

Likes Best

Best POS solution available on the market. It has both real-time communication and redundancy built in, in case the internet is down. The software has all the intuitive features in one package. The new reporting engine is a powerful tool to have insight into the numbers. Aralco has an excellent support team in a mission critical environment like retail, where downtime means lost sales.

Likes Least

There are a few features where more functionality would be helpful. For example, the mass email marketing tool does not support hyperlinks. Due to this, we have to go with a third-party email marketing company, and it is a bit cumbersome to have two customer databases. If there

Recommendations

could be a few more enhancements and tweaks in features, it would help a lot. Also, as another example, in the dimensions menu, the field length could be longer.

I would recommend this product to other business owners as there is no software on the market which can provide the unique features of Aralco at an affordable price.



“ I have used Aralco Inventory Management and POS systems since 1993 ”

Jennifer from JM Project Management
 Specialty: Gifts
 Size of portfolio: 2 to 5 users

Ease-of-use



The Point of Sale is easy to follow for a novice or an experienced retail person. It can handle split currency, and opening and closing is very straightforward. The Back Office is straightforward. Reports are easy to produce, giving you lots of variations to specially customize them to meet your needs.

Functionality



It gives me all the reports I need to do analysis on the retail business. .

Product Quality



There are a few minor details that can be fixed, but overall, quality is very good, and it's easy to use.

Customer Support



There is usually someone there right away to help. And if the initial person can't answer your question, they will ask for help from a more senior person.

Likes Best

The POS is very easy to learn, especially for first time users. I like the fact that it is a Canadian company based in BC. I also like that you can get through to a real person on the help line quite quickly. Also, most of the Aralco staff has been there for quite a few years so they are very familiar with all aspects of the software and can help very quickly.

Likes Least

Sometimes updates have a few minor bugs but they are generally fixed right away.

Recommendations

I have been using Aralco retail software since 1993 and have recommended it to many others. I have seen many retail software companies come and go, and Aralco is still here for the long term.

The software is user-friendly and reasonably priced. It has all the features needed to run a single store or a multi-store chain. I am excited about their new e-commerce integration with the Back Office software. I plan to implement this in 2014.



“ Great for Furniture Industry ”

Dharma from MJM Furniture Showcase
Specialty: Furniture & home decor
Size of portfolio: 11 to 20 users

April 2014

Ease-of-use



The lookup options are very easy to follow. The options are the same, whether we look up inventory, customers, suppliers etc. The same goes for reporting.

Functionality



We are very happy with this product because it meets all of our needs. The best thing is that we can instantly help our customers on the status of their orders, their delivery dates, and the outstanding balance on their orders.

Product Quality



The product is great; some improvements could be made on the reports.

Customer Support



Customer support is perfect 99% of the time. Sometimes we have issues, where things may not be done in the timeframe that we prefer.

Likes Best

The product meets all our requirements to keep track of inventory, sales, and reporting on a day-to-day basis. Real-time inventory is priceless for all of our stores and helps our sales staff makes sales and give definite delivery dates to our customers. There are many reports that keep us on top of daily sales, sales staff commissions, and open orders that make customer service easy. The system is very user-friendly; therefore, it is easy for our sales staff to follow and help customers.

Likes Least

We use all the features that are available, so there is nothing that I dislike about the product.

Recommendations

This is great software for the furniture industry. Since we have a large amount of inventory, it is great software to keep track.



“ Aralco Review ”

Krystyna from Cantu Bathrooms & Hardware Ltd.
Specialty: Other specialty retailer
Size of portfolio: 21 to 50 users

April 2014

Ease-of-use



Point of Sale day-to-day procedures are very easy to learn. It is more difficult to remember all the different places where you have to do your settings. I have to make notes every time.

Functionality



We offer a very wide selection of products from all over the world. Our customers' projects can stretch over a long period of time. This means complicated sales orders. Aralco covers all that.

Product Quality



It is a powerful program written over a long time by different programmers. Sometimes a change in one place leads to unwanted consequences in others.

Customer Support



The support team is very helpful, friendly, and quick to respond.

Likes Best

Aralco has been our software provider since 1992. We have forged a really close relationship over the years. We have gone through many changes and upgrades together. Some of those were brought by outside forces (read: government), some were requested by Cantu to help with inventory control and customer service. I really like this company's straightforward philosophy: everything is possible; all it takes is time and money. Since they write programs themselves, they can customize it to suit your particular needs and requirements. I would recommend Aralco to any retail business, whether they are new or just looking for a change.

Likes Least

Reports. I find it very difficult to build report that I need. I always have to ask for help.

Recommendations

Understand your particular business needs. Ask yourself very detailed questions about every aspect of your operation and procedures. Then ask your potential software provider if they can fulfill your requirements.



“ We have used Aralco since 2005 in our stores in Canada / USA ”

Sara from Moe's Home Collection
Specialty: Furniture & home decor
Size of portfolio: 21 to 50 users

April 2014

Ease-of-use



It was very easy to train our POS staff on the system. The reports are very flexible and user-definable, so we hardly need support or programming to get what we need. The inventory is always accurate, and all functions are very reliable.

Functionality



Aralco meets all our needs. We have a Canadian and a US division. Aralco manages both for us. Aralco also helped us with integrating to another system we have in our US division.

Product Quality



The product has been very dependable. You need to get the right server and hardware so the software can perform as it was designed.

Customer Support



Aralco offers customer service after business hours. This is very important for us as a retailer. They have friendly and experienced staffs who always respond quickly to any issues we report.

Likes Best

We are delighted with Aralco. Their support and training has been exceptional. They are prompt and professional, and we love the fact that they can log onto our systems to fix problems when necessary.

Training staff on the new system was virtually pain-free. Aralco offers video training, which we found very helpful. We asked our staff to watch the videos and organized one on-site staff training day. After that, we were off to the races. Sure, there are the odd questions, but I can usually answer them myself

The reporting capabilities, hands down, are the best feature of Aralco in mind. They have lots of standard reports, but it's the ability to create custom reports quickly and easily that really impresses me.

Likes Least

Aralco is not the cheapest product out there, but we realized after bad experiences with our previous systems that you need to spend the money to receive good and continuous service after-hours and on weekends.

Recommendations

When we were searching for retail software, we asked around from our colleagues in the retail sector and came to the conclusion that the most important things to look for in a vendor are the length of service in their industry, reliability of their product, speed and effectiveness of their support response, commitment to their customers, and their desire to continuously develop their product to adjust to frequent changes in the retail business.



“ Finally, a system that does what it says it is going to do ”

Gary from Toy Jungle
Specialty: Toys / hobby shop
Size of portfolio: 11 to 20 users

March 2014

Ease-of-use



It is very easy to use, but some parts require a certain competency.

Functionality



The point of sale is easy and safe. It also features compatibility with website, great reporting, ease of purchasing, and a great support team who care

Product Quality



It meets all of our needs, but they are constantly reaching for more. I am really happy about that.

Customer Support



The phone support is great and timely. There are different people for different types of issues, and this is really helpful.

Likes Best

The reporting. Many systems have ease of use on the front end, but few can really deliver on the back end. The owner of this product is very passionate about making his customers happy and constantly adapts the program offerings to suit current retail conditions.

Likes Least

It would be nice if the support was less expensive. Having said that, I have learned that you get what you pay for. I had several systems before this one, and without the proper support, you pay in labor costs and the inability to make timely decisions

Recommendations

Know what information you need in order to make your business the best it can

be. Look for the types of reports that you need or the customer segmentation or the help in purchasing. The right system will save you time and money in all of these areas. Make sure that the proper support is there.



“ Retail Sales, Database Information, Inventory Control ”

Michelle from Britannia Mine Museum
Specialty: Museum / park / zoo
Size of portfolio: 6 to 10 users

April 2014

Ease-of-use



There are a lot of "rules" to be followed in the Back Office. One mistake can be costly, as there is no "undo" option.

Functionality



The Point of Sale meets all the needs of our retail department.

Product Quality



The Point of Sale is easy to use and manipulate, but the Back Office can be difficult and confusing when you first start to use it. Fortunately, there is the Support Department to help.

Customer Support



The Support Team has always been quick to respond, answer questions, or offer advice.

Likes Best

This is a great system for Point of Sale purchases. Products can be put through the system with ease.

Likes Least

The Back Office is difficult to understand for someone new to the system. The video training is fine, but some people do better with hands-on training.

Recommendations

Spend the time and money to arrange a training session directly with Aralco regarding the building of reports and other information that can be received from the Back Office. Go into this appointment with questions ready.



“ Wonderful Business Application with Incredible Support”

Cameron Fraser from CF Interiors
Specialty: Furniture Retailer
Size of portfolio: 11 to 50 users

March 2018

Ease-of-use



Since I started working and learning about Aralco I have found the system incredibly flexible.

Functionality & Product Quality



The way a custom furniture company runs is very complex since we offer our customers so many options - our SKUs would reach 13,000,000 and we have been quite demanding with Aralco on specific options we require. Where they have not had options or work-arounds they have always been so gracious in providing us with alternative options.

Customer Support



Customer support is the best I've seen in business software.

Likes Best

Always friendly and fast to respond, especially in the odd times we have made errors that caused store panic.

Likes Least

Some of the layouts for invoicing and purchase orders need more work.

Recommendations

I would recommend Aralco to any growing business that requires options. It's seriously flexible and their company will work with you without breaking your budgets.