



Success Stories

Constancy to Purpose



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| Client-MJ | | Mumbai, INDIA |
|------------------------------|----|--|
| Corporate/Head Offices | 1 | <p>Client-MJ is a Retailer of Studded Jewelry and Silver Articles. They manufacture Studded Jewelry.</p> <p>“Excellent Product and Support. Was able to fully achieve the goals of systemization of the business.” - CLIENT</p> |
| Workshops | 1 | |
| Retail Stores | 3 | |
| Online Store | - | |
| Offline Stores (EXHIBITIONS) | 1 | |
| Users | 10 | |

Legacy: Implemented a customized solution but could not achieve the objectives

ISSUES: The Client-MJ needed a multiuser, multi location system with multiple workflows for different people to perform jobs like stock entry, pricing, dispatch etc. The users had limited computer know-how so ease of use for the sales staff was a major requirement. The HO needed complete view of stock and sales activity at each POS. Further at HO needed management of Raw Stock and Internal and Customer Order processing along with Vendor Management. The POS needed the views for goods being sent to them. The HO wanted to track if the POS received a broken piece or a piece was missing.

JEWELMESH SOLUTION: Multi Location architecture supporting 2 levels of user hierarchy. The system configuration and customization took 3 months. The following modules are in use:

| | | | | |
|---------------|-----------|-----------|------------|-----|
| Inventory | Transfers | Pricing | Sales | CRM |
| Manufacturing | Repairs | Reporting | Accounting | |

Implementation Challenges: One objective was to minimize the training requirement of staff. So each user should see only those options that enable to do his work. So the stock entry user did not see the pricing fields and was able to work only on the products and other actions were hidden from him/her.

RESULT

- ✓ The site went live in 3 months and has been in use since April 2006.
- ✓ Complete Live billing at all POS achieved from 1st day of go live.
- ✓ All goals achieved successfully.



| Client-SCI | | Dubai, UAE |
|------------------------------|---|--|
| Corporate/Head Offices | 1 | Franchise of a highly reputed International Chain. The Client-SCI is a whole seller and retailer of Jewelry. |
| Workshops | - | |
| Retail Stores | 3 | |
| Online Store | - | “Impressive Product and Support where distance and time zone have never been an issue.” - CLIENT |
| Offline Stores (EXHIBITIONS) | - | |
| Users | 8 | |
| | | |

Legacy: The Client-SCI started the Business using JewelMesh

ISSUES: The Client-SCI needed Wholesales, Back order, Multiple currency at POS and Wholesaler Currency.

JEWELMESH SOLUTION: Multi Location architecture supporting 2 levels of user hierarchy. Multiple DB instances with consolidated reporting were also implemented. The system configuration and customization took 2 months. The following modules are in use:

| | | | | |
|----------|-----------|-----------|------------|--|
| Purchase | Inventory | Transfers | | |
| Sales | CRM | Reporting | Accounting | |

Implementation Challenges:

The Client-SCI needed customization for currency, Whole sale discounts masters, Back date stock position for insurance purpose and full support for back orders

RESULT

- ✓ The site went live in 2 months and has been in use since July 2007.
- ✓ New users adapt easily through training and ease of use.
- ✓ All implementation goals achieved successfully.
- ✓ Remote support from India center is sufficient.
- ✓ Combined Whole-Sales and Retail from Single DB



| Client-TJ | | New Delhi, INDIA |
|------------------------------|----|---|
| Corporate/Head Offices | 1 | The Client-TJ was a franchise of a highly reputed Indian Chain. The Client-TJ switched to own brand for retail Jewelry business. “Implementation is at par with SAP system with better price and superior support..... very satisfied with results.” |
| Workshops | - | |
| Retail Stores | 1 | |
| Online Store | - | |
| Offline Stores (EXHIBITIONS) | - | |
| Users | 10 | |

Legacy: The Client-TJ used SAP when they were franchise. They switched to JewelMesh when they went to market with own brand.

ISSUES: The Client-TJ needed a robust platform comparable to SAP, with special features for Jewelry Business. They needed a system scalable to multiple stores.

JEWELMESH SOLUTION: Multi user, Multi Location architecture supporting 2 levels of user hierarchy. The system configuration and customization took 2 months. The following modules are in use:

| | | | | |
|---------------|-----------|-----------|------------|-----|
| Purchase | Inventory | Transfers | Sales | CRM |
| Manufacturing | Repairs | Reporting | Accounting | |

Implementation Challenges:

The Client-TJ needed Sales Report which can be used as MIS. Payments and Sales could be reconciled from a single report. They needed Sales Person to make draft sales bill, to save cashier’s time. They needed purchase entry to reflect purchase price of components in jewelry item; e.g. for a jewelry piece, user should be able to enter cost of gold, diamond etc and system should automatically tally the product purchase price.

RESULT

- ✓ The site went live in 2 months and has been in use since December 2008.
- ✓ All implementation goals achieved successfully.
- ✓ Sales Person based draft invoice creation was a customization feature, but we could add it in few days because of inherent flexibility of the JewelMesh System.



| Client-JKJ | | New Delhi & Kolkata, INDIA |
|------------------------------|----|---|
| Corporate/Head Offices | 1 | The Client-JKJ is manufacturer and seller of mostly gold items. One of the manufacturing locations is in Kolkata. |
| Workshops | 2 | |
| Retail Stores | 2 | |
| Online Store | - | |
| Offline Stores (EXHIBITIONS) | - | |
| Users | 10 | |

“We are extremely satisfied with the system and we have no hesitation in recommending the system.” - CLIENT

Legacy: Client had already tried many software systems, but none could accomplish the business objectives fully.

ISSUES: Multiple units of measurement for stones in Gold Items were weight in Grams where as Stones in Diamond items were measured in carats. The Client-JKJ needed Jewelry Parcels (Gold items stocked/sold by Total Weight and Pieces such as chains). Needed touch based कारीगर (Artisan) workflow. Needed a concise daily report for weights of material sold, sale price of “material”, payments and outstanding.

JEWELMESH SOLUTION: Multi user, Multi Location architecture supporting 2 levels of user hierarchy. The system configuration and customization took 2 months. The following modules are in use:

| | | | | |
|---------------|-----------|------------|-------|-----|
| Manufacturing | Inventory | Transfers | Sales | CRM |
| Repairs | Reporting | Accounting | | |


Implementation Challenges:

The client requested changes in reports multiple times, based on the experience gained by looking at initial reports. This was easily accommodated with configurable reporting.

RESULT

- ✓ The site went live in 2 months and has been in use since April 2007.
- ✓ All implementation goals achieved successfully.
- ✓ The Client-JKJ has already recommended us to several other Jewelers.



| Client-R-Gem | | Bangkok, Thailand |
|------------------------------|---|--|
| Corporate/Head Offices | 1 | The Client-R-Gems is wholesaler of gems and retailer of Studded jewelry. |
| Workshops | 1 | |
| Retail Stores | 1 |  |
| Online Store | - | |
| Offline Stores (EXHIBITIONS) | - | |
| Users | 1 | |

Legacy: Client had in house solution. Did not satisfy all the requirement and maintenance was difficult.

ISSUES: Working with Gems involved some changes to the system, especially to allow search for gem parcel by its attributes. Also the quotation for selling raw gems required us to figure out an approach to work with existing system.

JEWELMESH SOLUTION: Single user, Single Location architecture. The system configuration and customization took 2 months. The following modules are in use:

| | | | | |
|---------------|-----------|-------|-----|--|
| Manufacturing | Inventory | Sales | CRM | |
| Repairs | Reporting | | | |

Implementation Challenges:

The client wanted everything working from day one of going live. This was achieved to his satisfaction. All support and training was provided online.

RESULT

- ✓ The site went live in 2 months and has been in use since August 2009.
- ✓ All implementation goals achieved successfully.



| Client-SKJ | | Detroit, USA Hyderabad, India |
|------------------------------|----|--|
| Corporate/Head Offices | 1 | The Client-SKJ is manufacturer and retailer of diamond and gold jewelry. “S.” |
| Workshops | 1 | |
| Retail Stores | 2 | |
| Online Store | - | |
| Offline Stores (EXHIBITIONS) | 1 | |
| Users | 12 | |

Legacy: Client had in house solution. Did not satisfy all the requirement and maintenance was difficult. Store in US was working manually only.

ISSUES: Stock was transferred from Head Office to US store via memos. Each memo had to be tracked individually for sales and returns. The pricing in US Store was different from Indian Store. Monthly Inventory verification in US was necessary.

JEWELMESH SOLUTION: Multiple users, Multiple Location architecture in 2 databases. The system configuration and customization took 1 year. The following modules are in use:

| | | | | |
|---------------|-----------|-----------|-----|--|
| Manufacturing | Inventory | Sales | CRM | |
| Repairs | Reporting | Transfers | | |

Implementation Challenges:

Memo wise tracking of stock was a challenge. Had to do customization for this. Stock was exported from HO as XML file and imported in to US Office and then received on Memo.

RESULT

- ✓ The site went live in 1 year and has been in use since July 2006.
- ✓ All implementation goals achieved successfully.
- ✓ Inventory verification module is quite useful for remote management.

