



### BIG HAIRY DOG



800-377-7776  
BigHairyDog.com



Italian Label Apparel  
Three Stores

*"Big Hairy Dog as improved our entire retail operations. After using their Emergency Tech Service, we immediately had confidence in their ability to serve the global customer."*

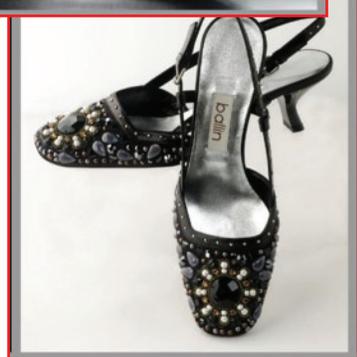
Milan Group of Boutiques, located in the heart of the Singapore Shopping District, is one of the earliest established 'Luxury Italian Fashion' retailers in its area. It includes three high-end shops which offer a dazzling assortment of top Italian labels, that an increasing number of shoppers are finding hard to resist.

Milan Boutiques, elegantly designed to house their exclusive product line, took its name from the Italian city that produces the highest quality shoes and handbags worldwide.

Originally opened in 1974, Milan Boutiques cater to customers around the world that have the purchasing power to buy the highest quality products available in today's global market. More than 80% of Milan's customers are world travelers who have experienced the best in high fashion both in Europe and America.

These shops, specializing in shoes and accessories, high-end men's apparel, and young boys apparel are truly one-of-a-kind in their unparalleled quality and fashion. To find out more about the Milan Boutiques, please visit their website at: [www.milangroup.com](http://www.milangroup.com)

Mrs. SeowLing Tang-Cheung is the Business Development Director of Milan Boutiques. We recently spoke with her about Milan's use of Retail Pro.



**BHD:** How long have you been using Retail Pro in your Boutiques?

**LING:** We've been using Retail Pro for the past 7 years and now are upgrading them all to v8. With the upgrade we will interface our RPRO database with our eCommerce website, giving us the ability to receive customer orders from every corner of the world.

**BHD:** What POS system were you using before Retail Pro?

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**LING:** We were using Fujitsu's Retail POS (formally called ICL's Retail POS) for 6 years. It did not allow amendment for inventory item reference, and did not generate accurate reporting.

**BHD:** Did you comparison shop before purchasing Retail Pro?

**LING:** Before making a decision, we looked at several POS systems. We chose Retail Pro because it integrated POS and back-office functions; we were generally impressed by its total functionality and its ability to scale up with our business as it grew.

**BHD:** What are the Retail Pro features you find most useful?

**LING:** The feature we appreciate most is the POS, which is not only easy to use but also captures the essential data for effective reporting. Our staff can practice Retail Pro in 'practice mode' on-site without disturbing the data in our actual system.

**BHD:** From whom did you originally purchase RPRO?

**LING:** We purchased Retail Pro from the Singapore dealer who supported our system for 3 years. With them we encountered numerous problems that affected our business operations and damaged our database. They didn't partition the hard drive with a ghost image of our data, so we lost data that couldn't be recovered. At one point, our entire system was out of operation for more than a week, which was devastating to our business.

**BHD:** Why did you transfer membership to BHD?

**LING:** We talked to several dealers outside Singapore and found BHD to be the best fit, even though it was the furthest distance from Singapore.

BHD has improved our entire retail operations. After using their Emergency Tech Service we immediately had confidence in their ability to serve the global customer.



For the past 3 years we've been impressed by BHD's professional online and email support and the competency of their Techs.

With BHD's use of best practices, we know they will play a large role in serving their global customers.

Congratulations to Milan Boutiques on their 34th anniversary!