



**Times 3 Technologies
and Cape Union Mart**

Nearly a Decade of T3T-Empowered Sage X3

Cape Union Mart, a stalwart of the South African retail economy, and more recently a key player in the e-commerce retail sector, is a beloved and trusted brand by those who value quality, seek adventure, and appreciate expert advice. Rapidly approaching its centenary from humble beginnings in Cape Town, the **Cape Union Mart Group** is now the custodian of multiple brands and chains, with more than 300 stores across South Africa, Namibia and Botswana.

Cape Union Mart partnered with **T3T** over eight years ago as their Sage implementation partner, and have been supported by **T3T** at every growth curve and software integration along the way.

Company
Cape Union Mart

Sage Partner
Times 3 Technologies

Location
South Africa

Industry
Retail

sage



TIMES 3
TECHNOLOGIES

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The Overview

- Their finance systems and full POS solution needed replacement. On further inspection they realised they needed a good core system to serve as a solid platform for growth.
- Sage was chosen due to cost wins.
- T3T brought the ERP solution to a near perfect fit, and has continued to facilitate integrations with other best of breed applications over the years.
- The initial project team is the same team today, bringing tremendous business value.
- T3T has exceeded expectations around delivery, customisation, commitment, and loyalty.

System Sage X3

T3T Add-ons

- Integration Layer
- Purchase Contracts
- Bulk Journal Import
- Back Office Retail Add-on
- DefCapture Barcode Scanning
- Bank Statement Advanced Auto-match
- Advance / Box receipting
- Stock distribution module
- Price maintenance module
- Incentives
- Budget import
- Negative stock development
- Stock adjustment workflow
- Product labelling
- Stock stamping
- Store stock count
- Hazard counts
- Advance access/filtering module
- Currency rate importer

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The Challenges

Inflexible Business Processes and Outdated Legacy Applications

Cape Union Mart's business systems were outdated, manual, and in some instances altogether incapable of dealing with the growing demands of the business, and to cater to the business needs based on the Group's strategic objectives.

Chief Informations Officer, Grant de Waal, says, "Eight years ago it became apparent that we needed to upgrade our financial system, as well as our point of sale. However, when we started investigating what needed upgrading, it became apparent that we needed a good deal more. Essentially, we needed a core system that would bring the entire business together in one solution."

Limited IT Budget

The ERP solution that they were looking for needed to provide standard ERP functionality, but at the right price.

"We looked at some of the big name brands that most high-end retailers use," said Grant, "but the costs were prohibitive at the time. The decision to use Sage was based on the immediate cost-win that the software brought, along with the built-in ERP functionality."

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T3T's customisation, Implementation, and Commitment

Using our tried-and-trusted implementation methodology, we unpacked their core needs and desired outcomes, and then entrenched ourselves at **Cape Union Mart** for almost the entire duration of the implementation, customisation, and deployment phases, in order to successfully launch this system.

However, once the system was live, with immediate wins such as greater clarity, control, and automation, it became apparent that the business needed a more retail-focused solution.

"We chose to go for best-in-breed systems that would bring us closer to what we needed," said Grant. "However, this posed a new

challenge, as patchwork systems cause business-wide frustration, duplication, and exposure to risk."

They approached **T3T** to develop and implement an Integration Layer that would allow these systems to update their Sage system directly, removing the need for recapturing data while automating transactions.

T3T's Integration Layer add-on has become a key enabler in **Cape Union Mart's** IT architecture, allowing for multiple siloed systems to be successfully integrated with Sage, increasing productivity, accuracy, and efficiency, while lowering cost and reducing risk.



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How working with the same **T3T** Team has added value

"It is with great pride that we can say that the initial **T3T** team that started out on this implementation and development journey with **Cape Union Mart** eight years ago is the same team that works with them today," says Stephen Howe, co-founder of **T3T**.

"The value of working with the same team over the years is tremendous," says Grant. "**T3T** has a fundamental and deep understanding of how things work in our business, unlike many other software organisations we work with. We don't have to waste time and money constantly reminding them or instructing them on how or why we do things a certain way.

Additionally, there's a consistency in their delivery, and an ease of working together that comes from years of experience and multi-project work.

Grant de Waal,
Chief Informations Officer



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After dealing with many international software vendors in the pursuit of best-in-brand, I have come to the conclusion that - in **T3T's** case - local really is better. **T3T's** deep understanding of our business, and their continuity of resources, is what sets them head and shoulders above the rest."

T3T has undertaken many development projects with **Cape Union Mart** over the years, with the most recent being the smooth implementation of their POS product, as well as an entirely new online warehousing system. Selfless dedication on the part of many of **T3T's** employees to see **Cape Union Mart** grow and flourish through software solutions has resulted in a long and loyal relationship between the two parties.

"We believe that taking care of our team and treating everyone as a member of the family, means that they will take good care of our clients. Some of our staff members have been with us for over 30 years, so I believe we're getting that part right!"

Stephen Howe,
T3T Director

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The T3T Promise. Did they deliver?

"What I like about Stephen at **T3T** is that he says no," says Grant. "If we ask for something that they know they cannot do, or should not do, he tells me so. He won't commit the team to something they cannot do. However, every promise that he has made and committed to, they live up to."

In recent times, the rate of change - accelerated by the pandemic - has placed even greater demand on **T3T's** development team to meet **Cape Union Mart's** growing business needs.

"Nowadays, projects that used to take months to plan, develop and implement, now take a matter of weeks," says Grant. "The **T3T** team bends over backwards to meet our needs. In fact, they exceed their promises."

After nearly a decade of successfully using **Sage X3** as their ERP solution, with **T3T** as their development partner, **Cape Union Mart** has not outgrown the functionality offered by this system, which is ideal for small to medium enterprises.

"We went through one of the hardest times possible as a nation, and as a business," concludes Grant, "but **T3T's** commitment to support us under the most trying circumstances, even with no promise of longevity, has been outstanding, and is testament to how unique **T3T** is."

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TALENT
TECHNIQUE
TECHNOLOGY



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