

# We help businesses across North America succeed. Let us help you too!



**TRI Tech**  
tri-technical systems

Very few people embrace change. As a retail business owner, it is even tougher because change usually means at least three things: additional costs; resistance from employees and/or customers; and, a typical short-term dip in productivity.

These factors, along with others, provide legitimate obstacles against change – even when it is clearly known that significant long-term benefits, efficiencies, and savings will be the result of making a change.

Whether it is franchised operations like Long John Silver's and Dairy Queen, or a single shop like the Calico Bean Market, retail owners often opt to make the sometimes-difficult decision to make a change in regards to their point-of-sale and inventory process and procedures.

Teri Connely's market is much more than beans! With a great selection of spices, baking goods, snacks, candy and its' famous dip mixes – and even peanut butter made right in front of you, the market features over 700 items.

Connely admits that even after making the decision to upgrade to a computer-based point-of-sale program, AIMsi from Tri-Technical System, there was trepidation.



"We took our time implementing the system," Connely explained. "We had the touchscreen computer right next to our existing cash register for a couple months as we tested ourselves on how it would work because our retail products are very unique. We sell a lot of products by weight. Then, we waited until a Monday to go 'live' with the system that way we could work with all of our employees throughout the week to make sure they were comfortable."

Connely had one special employee that she was especially worried about accommodating – her 83-year-old mother, Dolores "Dee" Christ.

"She told me at one point when we were considering moving to this improved technology that 'I'll quit before I use that computer!'," relates Connely. "I am happy to say that now, over a year later, my mom is using the POS system and is still working for me!"

"The reason we needed to make this change in the first place was to allow us to make better management decisions," explains Connely. "Now I know exactly how much of everything I am selling and can make adjustments to add products and phase out others that are not in demand."

## WHO ARE WE?

Tri-Tech is a Dubuque, Iowa-based company that has provided business services throughout the United States and Canada for 26 years. We have recently increased our staff to 30 employees to meet the needs of our existing customers.

## WHAT WE DO?

We assist businesses with the implementation of technology, primarily as it relates to collecting and maintaining accurate point-of-sale and inventory data for businesses and turning it into manageable information to make better decisions.

We also enable businesses to create or enhance their online presence with dynamic Websites and the ability to have a robust eCommerce component with customized shopping carts, payment processing, and automated shipping options.

In addition, we provide custom printing as well as the production of customized gift cards.

Finally, our Dubuque-based employees are the developers as well as the customer and technical support staff for all of our business partners.

## YOU'VE NEVER HEARD OF TRI-TECH?

That is understandable. Although we have been providing business solutions for the last 26 years, we have been serving specific retail niches on a national level.

## OUR PRODUCTS and SERVICES

- Point of Sale System
  - Sales, Services, Rentals, Consignments, Lessons
  - Complete Accounting Package with QuickBooks Integration
  - Barcoding, Printers, Scanners
- Inventory Management Software
  - Single or Multiple Locations
- Customer Relationship Management
  - Customer Tracking
  - Automated Customer Contact
- Marketing Services
  - Printing Services (color brochures, checks)
  - Gift and Loyalty Cards
- Internet Services
  - Web Design
  - Site Hosting
- eCommerce
  - Shopping Carts
  - Payment Processing
  - eBay, Amazon Integration
- IT Services
  - Tech Support for Local and/or Network Problems



**AIMsi**>>>  
Retail Software Solution

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