

High Meadow and Pioneer Help Preserve Their Retail Edge

October 2016 – In the tech world, it's not just the quality of your product that matters. Often times, what's equally – if not more – important is the timely responsiveness of your customer service support team.

As a business built on channel partnerships, Pioneer Solution aims to be a true POS partner in every sense of the word. That's why when some technical issues arose with a major rollout with their software partners, High Meadow Business Solutions, they quickly rose to the occasion to resolve the issues as thoroughly and efficiently as possible.

Pioneer Solution had been working with leading retail ISV High Meadow Business Solutions for years before the rollout occurred. Headquartered in Rutland, Vt., High Meadow Business Solutions is best known for their RetailEdge POS software and inventory management system.

“When High Meadow Business Solutions was pitched a project where RetailEdge POS was to be the POS software for a 23-location, 46-lane rollout, we knew we needed to choose the right hardware for this project,” explained Sales and Marketing Consultant, Sarah Unruh. “Each register was going to need to be able to handle over 300 transactions a day during the 3-month busy season which worked out to over 1 million transactions per lane during this short time period before things calmed down in the fall. So we reached out to Pioneer and came up with an S-Line all-in-one unit that would have the necessary ‘horsepower’ with a hard drive to match.”

Overall, “the rollout went pretty smooth,” Unruh reported. “It was not until about 3-4 months after the roll out that we started seeing issues.”

Unbeknownst to both Pioneer Solution and High Meadow Business Solutions, their hard drive supplier had provided a batch of hard drives that proved to be defective. “After a little bit of research and a few conference calls, we knew as a group that all of us were going to have some skin in the game to make this right,” Unruh said.

A plan was then put into place to switch all of the defective hard drives from a standard 300GB HDD to a 128GB SSD. “It took ten minutes to replace each drive, reconfigure RetailEdge on the new drive and setup the IP based credit card terminals,” Unruh said. “As painful as it was to have go through the process of replacing 46 hard drives, Pioneer Solution stood up and helped implement the solution.”

“At RetailEdge, we pride ourselves on the efficiency and reliability of our software, and our hardware partners need to compliment that mindset,” Unruh added. “A lot of companies claim to have a top-notch support team, and for the most part they do, but as you know, you are only as good as your last job. Fortunately for us, we have partners such as Pioneer Solution that not only stand behind their product, but also their ISV partners as well.”

About Pioneer Solution Inc.

Pioneer Solution Inc. designs and manufactures a complete line of industry specific all in one computers, touch screen monitors, kiosks, and tablets. Founded in 1994 and based in California, Pioneer Solution Inc. manufactures its solutions from start to finish in the USA which are deployed in Retail, Hospitality, Factory Automation, Gaming, and Healthcare environments. Pioneer Solution Inc. has built an exceptional reputation with its customers and solution partners for superior flexibility and responsiveness to customer needs including short lead times, long product life cycles (minimum of 5 years), easy customization, and quick turnaround. Pioneer Solution Inc. sells through qualified technology resellers throughout the US and globally.

About High Meadow Business Solutions

High Meadow Business Solutions is a software development company based in Rutland, Vermont. High Meadow specializes in retail point of sale software, database design, custom software development and point of sale hardware services. High Meadow was established to provide powerful affordable point of sale solutions that are not only easy to install, use and configure but are affordable to maintain and run. High Meadow Business Solutions has been in the business of selling point of sale hardware and software since June of 1989 and has customers in all 50 states, Puerto Rico, the Caribbean, Central America, Mexico, Europe, Australia, Africa, Singapore, Indonesia, Japan and the Philippines.