

Press Release

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Barnardo's Chooses CharityStore for EPOS Roll-Out

One of the UK's leading charities steps into the future with cloud technology at its fingertips

Fifty-one Barnardo's stores across the UK now boast the use of the most cutting-edge cloud technology in retail today, with a further roll out planned for the rest of their stores throughout the year.

[CharityStore \(powered by Cybertill\)](#) supplies EPOS systems to over one in three charity shops in the UK and Ireland, and has rolled out the latest 'one platform' software solution with Barnardo's.

The charity, which supports the most vulnerable children, young people and families across the UK, has more than 720 stores and will now use CharityStore to sync all transactions.

A highly secure and advanced cloud system, Cybertill was created by CEO Ian Tomlinson in 2001 and developed into the CharityStore solution preferred by Barnardo's. CharityStore will be used for back office reporting, customer communications and engagement and to raise Gift Aid capture, amongst other functions. The Cloud retail system automates processes, relieving volunteers and staff of excessive administrative duties.

Roy Clark, Director of Retail and Trading, said: "Investing in EPOS is an essential move into the digital realm for our retail chain, giving us a vast amount of consumer insight and enabling the simplification of processes both on and off the shop floor. Starting with an initial roll out of 51 stores, we will take our learnings and streamline our processes before continuing roll out to the rest of our estate next month.

"Converting to the new system will save our store teams considerable time on manual tasks and will inevitably generate more income through added insight, simplification of the Gift Aid process and enhanced experience in-store. I look forward to seeing the benefits that Charity Store brings to Barnardo's."

As part of the roll out, 24-hour support will be available online, as well as a dedicated Cybertill Account Manager, allowing them to make the most of the 'paperless' system. Since the initial roll-out, CharityStore has helped Barnardo's capture 11% more Gift Aid.

Ian added: "We went from project kick-off on 1st September to 51 stores rolled out in December and there will be a further 25 rolled out in February. It's been a thrilling start to the onboarding of this esteemed charity, with some remarkable results already.

"Not only have the Barnardo's team fed back and let us know that they have enjoyed the process of working with our team, but it is clear that they see the vision of what the future of charity retail looks like. That is multichannel. It's great to see that Cybertill technology can help charities and businesses future

proof themselves for the years ahead and increase revenue for their good causes. We very much look forward to continuing our work with Barnardo's, helping them achieve their goals.”

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Contact

For interviews with Ian Tomlinson or any further questions please contact Laura Garner on 07541 484 635 or email laura@beaucomms.com

Editors notes

About

Cybertill

Cybertill provides complete retail management solutions for service-focused businesses. Its dedicated cloud platforms, RetailStore and CharityStore feature a real-time single view of stock, sales and customers across all customer touchpoints including branded retail shops, pop-ups, franchises, concessions, online and mobile.

Founded in 2001 by omnichannel retail pioneer, Ian Tomlinson, Cybertill pushes boundaries and works with customers to build solutions that suit their business needs. Cybertill serves over 700 businesses globally and helps process over 64 million transactions a year.

A market leader in Charity and Hospice retail, Cybertill's CharityStore platform is trusted by over a third of charity shops in the UK and Ireland. With a dedicated UK-based support team, and seamless modules for Gift Aid, Cybertill has helped UK charities maximise profits, automate processes, **and raise more for their causes each year.**

For more information or to book a free demo, visit www.charitystore.co.uk

Barnardo's

Last year 272,000 children, young people, parents and carers were supported by Barnardo's through more than 1,000 services across the UK, such as young carers, care leavers, foster carers and adoptive parents, training and skills or parenting classes. We work to transform the lives of the UK's most vulnerable children and every year we help thousands of families to build a better future. But we cannot do it without you.

Barnardo's runs a chain of over 720 charity shops UK-wide.

Barnardo's Retail arm generated £12.1million net profit in 16/17. This net profit is directly invested back into the charity's work with the UK's most vulnerable children, young people and families.