

Meridian Farm Markets Centralizes Management and Enhances Operations with LOC Software

In 1989, Meridian Meats & Seafoods opened its first location in Port Coquitlam, BC, firmly establishing its reputation for consistent quality and personalized service. The business expanded with locations in Maple Ridge in 2004, Langley in 2008, White Rock in 2010, and the first Meridian Farm Market, triple the size of a Meridian Meats & Seafood store, opened in 2013 in Tsawwassen, South Delta, BC. The Farm Market concept included fresh and local produce, an artisan deli, fresh-baked breads, natural foods, and quality meats and seafoods. Today, the company operates a thriving business, comprising five Farm Markets, three Meats & Seafood stores, and an online store.

For a decade, Meridian Farm Market have partnered with Canucks Autism Network, raising \$250K over the past 10 years. Meridian has also helped organizations in the lower mainland raise over \$2.5 million to date, running fundraisers through ThriVersA POS and leveraging its reporting features to track donations. Amanda Penner, Meridian Social Media Director, explained these extraordinary initiatives: "We want to be known as a supportive local business."

A Growing Business Needs More than a Basic POS System

Meridian previously used an intuitive point of sale (POS) system, but it didn't have features that supported business growth, such as centralized management of multiple locations and analytics capabilities. Brody McDearmid, Meridian Farm Market CFO, commented, "It was missing key



COMPANY

Meridian Farm Market

CHALLENGE

Centralized Management of a Growing Business

SOLUTION

LOC Software's ThriVersA suite, including scale and ecommerce integration.



components that are important to us. We realized it was time to make a change because the problems were only going to get bigger.”

Upgrading to Grocery Store Management with Centralized Control

Meridian turned to AM/PM Systems, an experienced, certified LOC business partner, to implement LOC's ThriVersA software solution. LOC's enterprise management solution, including point of sale functionality and centralized management, gives Meridian visibility into costs and prices company-wide and to manage price changes from its headquarters. AM/PM integrated ThriVersA with Meridian's existing ERP so a new system wasn't necessary. AM/PM also helped Meridian set permissions for each store that allow them to run temporary promotions and integrated scales with ThriVersA for pricing accuracy. Additionally, AM/PM built bridge software that allows ThriVersA to share data with Meridian's website, providing the company with pricing control across the entire organization.

Chris Ancil, Meridian Business Analyst, said the company's business relationship with AM/PM has been beneficial beyond its technical expertise. “AM/PM comes to the table with a lot of best practices,” Ancil said. “They are part of many of our conversations about how to do something better or discovering new ways of doing things we may be unaware of.”



Meridian Achieves Efficiency and Scalability

ThriVersA gives Meridian a flexible, configurable grocery store management system that supports centralized control. One of the biggest benefits of the system are totalizers, which allow Ancil to provide answers on demand, such as how much shrinkage has occurred company-wide vs. specific sources of shrinkage in each location. Meridian uses totalizers for store balancing and mapping to other software solutions to limit redundant data entry.

ThriVersA's features and easy data access have resulted in significant time savings. “What used to take 8 to 12 hours per week now takes 60 minutes by leveraging the latest version of LOC,” Ancil commented.

“Implementing ThriVersA has been a big jump in our ability to execute on our vision to keep things lean.”

The company is now exploring LOC's cloud-based solutions to minimize on-site infrastructure, simplify management, and give Meridian anytime access to crucial data. McDermid said, “It has become clear that LOC was the right choice for Meridian.”

