

Mark's Work  
Warehouse

Clothes That Work.



# Case Study

Marks Work Warehouse  
chooses IGEL clever clients

Business Solutions from  
IGEL Technology





# Success-Stories

Linux brings down TCO across Mark's by 50% and reduces time and cost of store openings by 30%.

IGEL Technology, the world's leading manufacturer of Linux-based thin clients, has provided Mark's Work Wearhouse with several enterprise-wide solutions based on IGEL Embedded Flash Linux, including new IGEL thin client terminals, upgrade kits for Mark's existing IBM NetVista 2800 thin client equipment and IGEL IDE thin client cards for PC based platforms. All IGEL hardware and software solutions for Mark's were supplied by IGEL Advantage Premier Partner, Computer Products Corporation (CPC).

Mark's Work Wearhouse is Canada's largest retailer of unisex apparel, and operates more than 300 stores across Canada, including L'Equipeur stores in Quebec. Mark's was acquired by Canadian Tire in February 2002.

Robin Lynas, CIO at Mark's said, "Our search for a successful point-of-sale (POS) solution began four years ago. We had older equipment, a 5250 emulation green screen connected to an AS/400 at each store, and we wanted a technology that was going to have more longevity," he said. "At that time, everyone was starting to throw their weight behind Java, so we started to look at some Java POS solutions." Mark's chose an industrial-strength Java POS software solution from Retek. They are now running RPOS live in 250 stores, and have realized substantial operating improvements by leveraging its Java-based, Linux architecture. The next step for the company was the floor and back office platform—Marks chose an industrial strength, Linux powered solution from IGEL Technology that would prove as solid and modular as the Java based software that it would support. "The

## The customer

- Mark's Work Wearhouse
- Largest retailer of unisex apparel
- Operates more than 300 stores across Canada

software development work that IGEL has performed for us is the 'icing on the cake'," said Lynas. "They have taken our needs and delivered exactly what we want. "

Every machine now has an identical Linux operating system, which includes Mozilla.org's Firebird Browser technology, emulators for AS 400 connectivity, Citrix ICA client, and RDP.

## The challenge

- Running the Java POS software solution RPOS in 250 stores
- Reduce store opening and maintenance costs

"All this means we now have great TCO – I have only one Linux support person for the whole chain and everything looks the same, is easy to maintain and support and what's more, there's no retraining needed for my users," said Lynas. "As the IGEL software solutions work so well on the IBM hardware platforms, including some of the newer POS devices, we are looking forward to even more efficient TCO and performance."

"We brought our first store live in only four months and have reduced POS store opening costs by 30% and maintenance costs by 50% with dramatically improved customer and employee satisfaction within our pilot stores," he said. Mark's will roll out the RPOS into the more than 60 remaining stores, and there are also plans to open 27 new stores next year. By the end of its five-year strategic plan, Mark's Work Wearhouse will have more than 450 stores.

Steve Earle, President of IGEL's US Operations, said the solution at Mark's is a perfect example of IGEL's thin client approach. "With IGEL Linux installed across the enterprise, Mark's have an identical, standards-based operating system which can be managed by our IGEL Remote Management and Profiling (RMP) software. It's a pragmatic approach that delivers benefits well into the future."



#### About Mark's Work Wearhouse

Mark's Work Wearhouse is Canada's largest supplier of unisex apparel, offering an extensive collection of business casual, weekend, work wear and accessories for men and women between the ages of 25 and 60. Mark's Work Wearhouse operates more than 300 stores across Canada including L'Equipeur stores in Quebec. Mark's was acquired by Canadian Tire in February 2002. [www.marks.com](http://www.marks.com)

#### About Computer Products

Computer Products Corporation (CPC) was founded in 1962 and is a leading reseller of IBM and HP/Compaq solutions. As a premier IGEL Advantage Partner, CPC services major retail, healthcare, distribution, and manufacturing organizations across North America. CPC specializes in delivering integrated solutions that combine a variety of information technology products and services, and focuses heavily on enterprise-level organizations. For more information: [www.cpc-i.com](http://www.cpc-i.com)

#### The solution

- IGEL Thin Clients, IGEL upgrade kits and IGEL TC cards
- Identical Linux operating system for all devices



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