The Arrangement & SwanFRS

**Streamlined, transparent and efficient. Award-winning home furnishings company, The Arrangement, explain their experiences choosing and using Swan's Furniture Retail System (SwanFRS).**

## Introducing The Arrangement

With first-class showrooms in Dallas and Houston, The Arrangement pride themselves on helping their clients achieve a custom look by challenging the parameters of a home. They specialize in sustainable, one-of-a-kind furnishings that create a unique, distinctive style.

The Arrangement’s pieces are curated by founder, Katherine Snedeker, who hand-picks materials from around the world. Their interior design services have provided a complete solution for over 28 years.

## Choosing & Using SwanFRS

We caught up with Shelia Butler, COO of The Arrangement, to find out about the business’ experience of choosing and using SwanFRS.

#### Why did you choose SwanFRS?

“We chose FRS after researching many other ERP providers and determined that FRS had the best capabilities for where we are today and the growth we plan to have in the future.”

#### How has your experience of SwanFRS been?

“We went live with the old version of FRS, but quickly transitioned to v12 [the latest software release]. We are pleased with the new look and feel of the software. It's modern, has better search capabilities and the new dashboard is key to daily monitoring and customer service. We utilize the full functionality of the software, including the following:

* We handle all customer service issues within the software and no longer use an outside project management software for this area.
* We try to keep all business/customer related communication in FRS and out of email by using the dairy/notes functionality.
* We have photos of each and every stock item in our system and rely heavily on the photo/picture functionality of the system.
* For the sales floor, we use the UP system, iPads and finger scanners to assist as sales tools and improving customer service.”

#### What has SwanFRS meant for The Arrangement?

“Implementation of new software is never easy, but FRS far exceeds our legacy system and has allowed us, as a company, to be much more streamlined, transparent, efficient and ultimately profitable.”

## The Future

#### What does this mean for the future of The Arrangement?

“We will continue to push ourselves and the capabilities of FRS in order to ultimately help us be a better business and serve our clients.

The FRS team has been fantastic to work with, they are honest, open to suggestions and willing to go the extra mile to get things right.”

For more information or to book a demonstration, email sales@swanfrs.com or call 800-798-5753.

www.swanfrs.com