

Total Operating System (T.OP.S.)

United Consumer Clubs

UCC TotalHome, a network of 90 buying clubs in the U.S. and Canada, wanted to automate its entire membership, merchandise ordering and tracking system. It first thought of SAP and PeopleSoft, but then UTS suggested a further step: take it to the Web. Work began on T.OP.S. (Total Operating System) in April 1999 and the system went live the following October. The system is a combination of all the buzzwords of the information technology lexicon: CRM, ERP, and supply chain management. In 2000 electronic funds transfer in the U.S. and warehouse management. Even as the system is in 24/7 use, new features are being added: most recently, automatic faxing of orders to vendors and, in Canada, electronic funds transfer.