TriLumen Systems

CASE STUDY

Independent Retail & Cafe · Coffee Bar + Gift Boutique

One Shop, Two Businesses, and Finally One Set of Numbers

THE CHALLENGE

A neighborhood corner shop pairing a specialty coffee bar with a curated gift boutique had steady foot traffic and a loyal morning crowd. Behind the counter, it was two businesses that didn't talk to each other. The coffee bar ran on Square, while boutique inventory lived in a separate spreadsheet, so month-end stock counts turned into a weekend-long, error-prone marathon. The owners knew lattes sold fast, but couldn't tell whether the ceramics and seasonal cards were earning their shelf space once packaging and shipping were counted. Afternoon lulls were staffed on gut feel, and gift items were reordered when a shelf looked empty, which meant too much of the slow sellers and not enough of the favorites before a busy weekend.

OUR APPROACH

We kept the shop the way the owners built it. No corporate ERP and no new screens at the counter. We built a light data stack behind the scenes that connects the POS, inventory, and the books.

Coffee and retail, split every morning. A 7 AM briefing on the owner's phone shows yesterday's cafe and boutique sales side by side, measured against labor by daypart, so shifts get trimmed where the numbers say to trim them.

Reorders driven by sales, not empty shelves. Low-stock alerts fire automatically for fast-moving gift items and coffee beans alike, and slow sellers are flagged early, before they sit on a shelf for months.

Bookkeeping that happens overnight. Daily sales, tips, and vendor payouts post to QuickBooks automatically, so nobody reconciles two spreadsheets on Sunday night.

THE RESULT

24% less	0 hours	Under 5 min
Excess inventory holding cost	Sunday-night sales reconciliation	Daily margin check for the owner

The owners can see exactly what the cafe contributes versus the boutique, and seasonal buying now follows the numbers instead of a hunch.

> *"We opened the shop because we love coffee and beautiful things, not because we love data entry. TriLumen got our systems talking to each other so we can actually look at our numbers over coffee instead of stressing over a spreadsheet after close."*
>
> CO-OWNER, NEIGHBORHOOD COFFEE & GIFT BOUTIQUE

Have a Problem That Looks Like This?

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