Software Advice BuyerView: Consignment Retail Report

Insight into today’s small-business software buyer
Abstract

We recently analyzed a random selection of interactions with small-business buyers to uncover their most common pain points and reasons for purchasing new consignment retail software.

- Ninety-nine percent of consignment buyers are looking for both point-of-sale (POS) and inventory management applications.
- The majority of buyers are seeking software because they need consignment-specific features, such as the ability to track consignors.
- The majority of consignment software buyers who indicated a preference are searching for integrated software suites.
Most Buyers Not Currently Using Consignment Software

- Nothing: 36%
- Manual: 32%
- Non-consignment software: 20%
- Consignment software: 10%
- Manual methods & software: 5%
- Other: "

A large number of buyers (36 percent) have no software system at all, while 32 percent of buyers currently use manual methods.
Twenty-four percent cited the need to find systems offering a greater number of features; 19 percent stated that they needed consignment-specific software.
The top-requested feature was sales tracking and reporting (71 percent). Buyers also needed consignment features, such as tracking consignors (69 percent).
Almost every buyer wanted to evaluate POS applications (99 percent). An equally high percentage were seeking inventory management (99 percent).
Consignment Buyers Prefer Integrated Software Suites

Rather than seeking “best-of-breed” software products, most buyers (99 percent) are interested in implementing “integrated suites” of software applications.
Most Buyers Have a Single Business Location

Consignment store business sizes in our sample were predominantly small. Ninety-four percent were evaluating solutions for single-location operations.
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