



Retail IT Association Sparks Growth for Canadian VARs



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Paul Leduc, President of Globe POS Systems | Brampton, ON



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Andrea Roberts, President of Teletec Systems | Toronto, ON

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Frédéric Gauthier, President of CLS INFO | Montreal, QC



Massive ROI: RSPA VAR memberships start at \$250 US

RSPA

www.GoRSPA.org/Communities/Canada

TIM SHEIN

TITLE: President

COMPANY: King Business Services Corp.

HEADQUARTERS: Richmond, BC

EMPLOYEES: 8

PRIMARY MARKETS SERVED: High-volume retailers, liquor stores, multi-lane grocery stores, SMB

FAVORITE ACTORS: Ryan Reynolds, Donald Sutherland

FAVORITE SINGER/MUSICIANS: Michael Bublé, Shania Twain, Jann Arden

FAVORITE ATHLETES: Wayne Gretzky, Gordie Howe, Steve Nash, Sidney Crosby

FAVORITE TEAM: Toronto Maple Leafs

The RSPA's most valuable benefits are education tailored to POS resellers and networking with retail IT industry leaders, says King Corp's President Tim Shein. "The education component provides a real platform to learn best practices so you won't feel alone in the sea of IT small businesses. The networking opportunities and the value in sharing best practices and establishing partnering relationships are also important. The RSPA allows the members to meet and develop relationships with vendors and similar businesses to advance our business excellence."

When Shein became King Corp's new owner, the RSPA helped him establish a strong foundation – and then accelerate his company's positive trajectory. "When we first purchased King Corp, we depended on the RSPA show (RetailNOW) to network to grow our knowledge and scope of influence with similar businesses. This allowed us to shape relationships, partnerships, and friendships. Those relationships have developed into partnerships in areas of business we wish to expand and service the geographic sectors for other VARs."

"Should your vision for your business be to grow and expand in new avenues, the RSPA provides the vehicle, the venues, and network to achieve growth. The more that you contribute and engage and participate, the better long-term benefit you will enjoy."

ANDREA ROBERTS

TITLE: President

COMPANY: Teletec Systems

HEADQUARTERS: Toronto, ON

EMPLOYEES: 10

PRIMARY MARKETS SERVED: Quick service, table service, takeout/delivery, bar/nightclub

FAVORITE ACTOR: Rachel McAdams

FAVORITE SINGER/MUSICIAN: Diana Krall

FAVORITE ATHLETE: Wayne Gretzky

FAVORITE TEAM: Toronto Maple Leafs

Andrea Roberts, the President of restaurant reseller Teletec Systems, can attest that the RSPA provides value over the long haul. "Teletec has been an RSPA member for over 45 years, and I've been a member for over 35," she says. "Being part of an international organization has aided our business staying 'in the know' of the latest trends and how to adapt and overcome challenges facing our industry. This knowledge has definitely sustained our longevity."

The next generation of Roberts' family has also reaped rewards from the RSPA through the association's college scholarship program. To date, the RSPA has awarded more than \$2 million to the children of reseller members. "The Scholarship Fund helps our next generation to educate themselves," Roberts says. "My two sons both benefited from the RSPA scholarship program and graduated with honors."

Teletec has also utilized the RSPA legal hotline where resellers can call a POS channel-focused attorney at no extra charge. "We are fortunate to have received legal advice from our own attorney Bob Goldberg," Roberts says. "He thoroughly understands our industry."

PAUL LEDUC

TITLE: President

COMPANY: Globe POS Systems

HEADQUARTERS: Brampton, ON

EMPLOYEES: 11

PRIMARY MARKETS SERVED: Hospitality, retail

FAVORITE SINGER/MUSICIAN: Bryan Adams

FAVORITE ATHLETE: Wayne Gretzky

FAVORITE TEAM: Ottawa Senators

Globe POS Systems President Paul Leduc says the #1 value his RSPA membership provides is networking with fellow VARs. "Learning from other resellers the do's and don'ts allows me to not repeat mistakes. I get to learn how others operate and what makes their dealership work successfully. The events are a big benefit for us as well. That's where we learn about new products and new opportunities."

Every summer Leduc attends RSPA RetailNOW and every winter he travels to RSPA Inspire, a conference designed for VAR, ISV, and vendor executives in the retail IT channel. "The second Inspire event was the one that had the most impact for me," he recalls. "Part of the event is half-day training and half-day networking plus other activities. During part of the networking portion, I sat down with a large reseller and understood more of his operation and his maintenance contract process – what to include and not include, billing, and the process in general. Since then I have adjusted our maintenance contracts and processes."

Leduc says that's not the only time the RSPA has positively impacted his organization. "The RSPA community is a support group at many levels. It allows you to keep current with education, learn from other vendors, and resellers. It brings a lot of information and connections to allow you to grow in the new environment. The support and knowledge are priceless."

FRÉDÉRIC GAUTHIER

TITLE: President

COMPANY: CLS INFO

HEADQUARTERS: Montreal

EMPLOYEES: 10

PRIMARY MARKETS SERVED: Amphitheatres/stadiums, amusement parks, bars/clubs, education, hotels/motels, quick serve restaurants, retail, table service, senior living, ski resorts

FAVORITE ACTOR: Xavier Dolan

FAVORITE SINGER/MUSICIAN: Les Trois Accords

FAVORITE ATHLETE: Sidney Crosby

FAVORITE TEAM: Montreal Canadiens

Frédéric Gauthier, President of value-added reseller CLS INFO, credits the RSPA for positively impacting multiple parts of his organization. "The RSPA has helped us make new contacts in our industry and see the new technology firsthand," Gauthier says. "Our sales team has traveled to the RSPA RetailNOW conference and learned a lot about our industry."

CLS is an active member of the RSPA Canadian Community which meets periodically throughout Canada and at RSPA conferences. "We benefit from meeting English and French people from all around the country," Gauthier says. "The community helps us become more. The more we are, the more we share."