

Why Chicago's Premier Retail Technology Partner Sells RMH for 90% of Their Deployments



Discover why Modus Technologies, a Chicago-based IT partner serving 500+ retail locations, sells Retail Management Hero (RMH) for 90% of their POS deployments. Featuring dual pricing with BOLD, seamless RMS migration, and real results.

The Challenge: Finding a POS That Fits Every Retailer

Every retailer is different. A multi-location liquor store in Chicago has different tax structures, compliance requirements, and inventory workflows than a specialty grocery chain in Ohio. Yet most POS systems take a one-size-fits-all approach, forcing retailers to reshape their operations around the software's limitations.

For Modus Technologies, that was a dealbreaker.

Founded in 1999 as UNI Consulting with a singular mission – to find a streamlined POS solution that made operating a liquor store in Chicago easier. Modus has spent over two decades building its reputation as the go-to technology partner for small and mid-size retailers. Today, the company services more than 500 business sites across Chicago and Ohio, offering end-to-end solutions spanning POS, payment processing, CCTV, enterprise networking, and more. But as Modus grew, so did the complexity of what their customers needed. They needed a POS platform that could keep up, one that didn't force retailers into a box.

The Solution: Retail Management Hero (RMH)

That platform turned out to be Retail Management Hero (RMH).

For Modus, RMH isn't just a product they resell; it's the foundation of their entire retail technology practice. RMH's open architecture and deep configurability allow Modus to walk into any retail environment – a high-volume liquor store, a multi-unit grocery operation, a specialty shop – and tailor the POS to the customer's exact workflows, not the other way around.

That flexibility translates directly into sales conversations:

"RMH allows us to tell our customers yes, with the confidence that the capability exists, or can be configured."

– Pratik Patel, Managing Partner, Modus Technologies

"Every industry has their way of doing things and generally the store has to mold their business around the POS. RMH is the only POS that can be molded to the specific customer needs. The ability to mold, modify, and update is the reason we sell 90% of RMH."

– Pratik Patel, Managing Partner, Modus Technologies

Innovation in Action: Dual Pricing with BOLD Integrated Payments

Modus doesn't just deploy RMH out of the box; they build on it. One of the most impactful innovations to come from the Modus + RMH partnership is a custom dual pricing integration with BOLD Integrated Payments.

Dual pricing is a payment model where every product displays both a cash price and a credit price, clearly and simply, right at the transaction level. Unlike surcharging, which can be confusing for both retailers and customers, dual pricing is straightforward, fully transparent, and fully compliant with Visa.

"Dual Pricing is where every product has a cash and credit price. It's very simple and clearly displayed at the transaction level. It is fully compliant with Visa. It is a lot simpler than surcharging."

– Pratik Patel, Managing Partner, Modus Technologies



Dev Liquor & Wine 1170 McHenry Rd Buffalo Grove IL 60089 +1847-229-8280		
Sales Receipt		
Transaction #	145720	
Date: 8/13/2025	Time: 11:07 AM	
Cashier: 10	Register #: 1	
Item	Description	Amount
009018014	AGAVALES OLD TEQUILA	\$20.74
009460000	TERRA DORO MOSCATO	\$11.40
Sub Total		\$32.14
SALES TAX		\$3.21
Total		\$35.35
Credit Card Tendered		\$35.35
Auth		
Change Due		\$0.00
145720		
Your Neighborhood Destination Dev Liquor & Wine We hope you'll come back soon!		

Dev Liquor & Wine 1170 McHenry Rd Buffalo Grove IL 60089 +1847-229-8280		
Sales Receipt		
Transaction #	145721	
Date: 8/13/2025	Time: 11:08 AM	
Cashier: 10	Register #: 1	
Item	Description	Amount
009018014	AGAVALES OLD TEQUILA	\$19.99
009460000	TERRA DORO MOSCATO	\$19.99
Sub Total		\$39.98
SALES TAX		\$3.10
Total		\$43.08
Cash Tendered		\$43.08
Change Due		\$0.00
145721		
Your Neighborhood Destination Dev Liquor & Wine We hope you'll come back soon!		



Modus took it a step further by engineering a custom integration between RMH and BOLD that handles dual pricing seamlessly at the point of sale, without disrupting the retailer's bottom line. For retailers, this means complete visibility into revenue versus processing costs — no guessing, no surprises.

Seamless Migration from Microsoft RMS

A significant portion of Modus's customer base originally ran on Microsoft Dynamics RMS. When Microsoft ended support for RMS, retailers faced a critical decision: adopt an entirely new POS system and endure the disruption or find a solution that preserved what already worked. RMH was that solution. "If you are a legacy Microsoft RMS user looking to upgrade, you need to choose Retail Management Hero. It is the only POS software that you can seamlessly migrate to without losing any functionality."

— Pratik Patel, Managing Partner, Modus Technologies

The transition from RMS to RMH isn't just seamless in terms of data migration — it's seamless in terms of the day-to-day experience for staff and management. For retailers running on legacy systems, the RMH migration path eliminates the two biggest fears: losing data and retraining an entire team.

"RMH and RMS are like twins. RMH just has upgraded features and capabilities. This is important when you are looking to switch POS systems because change is hard. With other POS systems, it's full training of staff from front end to management, and that's not a simple learning curve. Other POS systems are different, from batches, to basic reporting, to item management; all of that changes."

— Pratik Patel, Managing Partner, Modus Technologies

Real Results: Modus + RMH in the Field

Modus Technologies doesn't just sell RMH; they are the retailer's business partner. One of their flagship deployments, Middletown Fine Wine & Spirits in Middletown, Ohio, showcases the real-world impact of a properly configured RMH environment:

- **Near-perfect inventory accuracy** after a six-month state liquor audit, the store was only off by six bottles
- **\$18,000 saved in three months** through data-driven purchasing decisions powered by ModusGo
- **6.4% increase in weekly revenue** after integrating DoorDash with RMH
- **Automated wholesale pricing** synced directly from the Ohio Liquor (OHLQ) state database

These aren't theoretical benefits; they're measurable outcomes from a real retailer, configured and supported by Modus Technologies.



Why Solution Providers Choose RMH

Modus Technologies' story illustrates why RMH's partner-first model works. RMH doesn't just provide a POS platform; it provides an ecosystem that empowers solution providers to:

- **Configure, not compromise** — RMH's open architecture means partners can mold the software to any vertical
- **Build custom integrations** — an open API invites innovation, from dual pricing to eCommerce to advanced inventory management
- **Migrate legacy customers seamlessly** — the RMS-to-RMH pathway preserves data, workflows, and user familiarity
- **Grow alongside their customers** — from single-store operators to 50+ location multi-unit enterprises

Modus Technologies was recognized as the Recurring Revenue Champion of the Year at the 2025 RMH Partner Conference in Denver, a testament to their commitment to long-term customer success and recurring value.

Contact Us for a DEMO



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