Client Case Study

Easy Business Transformation through Unified Order Handling for Multi-platform & Multi-stores

Shenzhen Langdai Garment Co., Ltd. was founded in 2003, it is wholly owned by Langdai International (Hong Kong) Co., Ltd. It is a modern, international, professional enterprise with own garment brand. An e-commerce company focusing on the export of garment products, which integrates brand operation, promotion, warehousing and customer service, own brand official stores in Amazon, eBay, Express, and Wish.

With XBN ERP, it balances and optimizes the management of comprehensive resources such as goods and orders. To coordinate various management departments of business, effectively resolves the problems of irregular process, complicated management, inaccurate inventory, disjointed procurement and sales, and difficult management of multi-stores in the process of e-commerce, and provides self-operated overseas warehouse services.

Shenzhen Langdai Garment Co., Ltd. is facing overseas platform users, with an average daily order of 5,000, peak daily order volume of 20,000, large daily order volume but low order processing efficiency. They have built many overseas warehouses, and the inventory cost is high. The user experience of software they used before is so bad, the operation is not flexible enough, handling the abnormal matter is not timely. Later, It has changed to the XBN ERP for overseas warehouse management, which can monitor the overseas warehouse storage in real-time, automatically monitor the overseas warehouse delivery status, and provide corresponding overseas warehouse procurement opinions; moreover, the management of SKU is very clear, and the local product SKU is not only able to connect with platform SKU, but also the overseas warehouse SKU. It's very convenient.

Warehousing Cost
Reduced by 50%

Order Quantity
Increased by 40%

Customer Complaints
Reduced by 60%

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Shenzhen Bairunhui Garment Co., Ltd.
(Traditional Manufacturer)

Challenge

1. Unified processing of order, customer service, logistics,
   and inventory from multi-platform and multi-shop.
2. eBay, Express and Wish orders are shipped from overseas warehouses.

Solution

1. Multi-platform and multi-store interconnecting,
   real-time synchronization of orders.
2. Standardization of order processing flow with sub-authority.
3. Real-time display of overseas warehouses storage data.
4. The function of "one-click delivery" is connected with all logistics systems.
5. Real-time reminder by email and messages.

Improvement

1. Because of the characteristics of continuous production in garment
   enterprises, the operation speed is very high. In the overview, the system
   has reorganized the purchasing, sales, and storage of enterprise without
   further investment in the management system.
2. Enhance the speed of information feedback, timely and comprehensive
   accounting of the purchasing and sales of each branch. All the branch
   business data can be feedback at the right time.

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