



## SOFTENGINE SAP BUSINESS ONE CUSTOMER SUCCESS STORY

# Luxxel Clothing

## Setting The Trends With SAP Business One®

### Quick Facts

**Name:** Luxxel

**Location:** Los Angeles, CA

**Industry:** Fashion Apparel

**Products/Services:** Women's Clothing

**Website:** <https://luxxel.clothing>

**Solutions:** SAP Business One; Softengine SAP Business One for Fashion and Apparel

Luxxel Clothing is a women's fast fashion brand based out of Los Angeles, California. Their bold and daring clothing style speaks to the younger generation of fashion-conscious women who know that fashion is about more than just clothing. What sets them apart from others in their industry is that Luxxel's customers are women with an edgy style with their high-fashion description. They're trendy and know that fashion is more about expressing your creativity through what you wear.

## LUXXEL

"SAP Business One has provided us with an infrastructure robust enough to solve many complex challenges, automate tasks, and integrate with various platforms. The system has also increased collaboration through transparent, efficient, and intuitive workflow management. We can't imagine our operations without SAP and Softengine."

**-Jae Shin, Operations Manager, Luxxel Clothing**

### Softengine Inc

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## Challenge & Opportunities

### Meeting the Fast Fashion World With Transparent Supply Chain

Some of the challenges Luxxel faced in their business because some items have a one-month lifecycle due to fast-fashion trends and a fast-moving world. Their supply chain management needed some improvement to track sales and inventory to ensure items are in-stock and ready to be shipped as soon as the sales are made. Their previous system relied on tracking sales to determine the amount of inventory in stock, which was often miscalculated and led to broken promises due to running out of stock mid-conversations. Customers can lose faith in a brand that is unable to balance supply and demand consistently. Not having the right software for keeping track of inventory hampered their progress. Part of the problem was trying to keep up with the availability and balancing of high customer traffic with a low order volume. They also experienced traceability issues throughout the supply chain due to the fast movement.

The orders printed in the office and then went to the warehouse, so it was hard to keep track of how much stock was available. The warehouse would have to wait for the orders to print before fulfillment could begin. There was not a lot of communication between the two departments. There was no system for checking inventory at a moment's notice, so errors were a possibility.

## Why Softengine & SAP

### RetailOne Designed For Small-to-Mid-sized Fashion Businesses

Softengine's approach from the very beginning was helpful and presented a solution to their biggest problems, which allowed them to build trust with Luxxel. After discussing their issues and possible change opportunities, Softengine introduced SAP Business One for Fashion and Apparel. This software solution is a game-changer for a small business struggling to improve its supply chain management.

SAP Business One is retail industry software designed for small and medium-sized businesses. With SAP Business One, you can better manage production, assembly, sales, and bills of materials (BOMs). The retail software tracks your BOM numbers, descriptions, warehouses, record per-item quantities, prices, and more in a few simple steps. When you add a new bill of materials to a purchase or sales order, the cost and quantity are automatically recorded. It also records product availability, location of the warehouse, and a production due date. SAP Business One can manage your production scheduling to keep everything on track and eliminate out-of-stock surprises.

The fashion industry's very nature is constantly changing, and the types of products customers buy changes as

well. Consumers want more options, more variety, more customization, faster payment methods, and express delivery options. Everything about business is continuously changing, and it can be difficult, if not impossible, to keep up at times.

SAP Business One was the perfect fit as an enterprise-level solution for a small business. Luxxel considered a few other solutions in the market, but they were much less robust, inflexible, and still didn't address them. SAP offered the best opportunity for creating effective change and improving the company's supply and demand issues.

## Results

### Productivity 10 Fold Brings Cost Saving Visibility

After installing and launching SAP Business One, they saw improvement almost immediately. Communication with customers has become quick and accurate, increasing customer satisfaction. Improving relations and the customer experience was just one benefit of the management software. There was also a marked improvement in these areas:

- Productivity has increased 10-fold. Roles are more clearly defined, and there are fewer distractions than before. Workflow has become more efficient, and the company has a better structure. Transparency has also improved.
- Integration between departments cleared up and streamlined packing and shipping processes to get the customer on time.
- Access across the board in terms of visibility and traceability for everyone involved in the supply chain. Open communications between departments have improved the efficiency of production, sales, and inventory management.

Luxxel wanted to improve its productivity, bring down costs, improve communication with its customers, and automate processes with the warehouse to get real-time updates on stock availability and when supplies are running low. Increased efficiency will enhance revenues and make customers much happier. And happy customers are what keeps a business running.

Since implementing SAP Business One, efficiency has improved dramatically. Departments can work together as partners, and everyone is kept in-the-loop. The day to day operations have been streamlined, and everything runs smoothly.

Luxxel has experienced a 75% improvement in sales order management, a 25% increase in sales processing, and order capacity has gone up as well. They are seeing overall enhancements since the first day of implementing SAP Business One retail industry software. These improvements would not have been possible without it.

#### Post Implementation Statistics

- 75% Improvement on sales order management (from 4 hours down to less than 1)
- 25% Increase for the total sales team capacity (processing from 350 orders/day to >500)
- 100% Elimination of the manual resource management with the ATP. No need or manual checks.

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