



SOFTENGINE SAP BUSINESS ONE CUSTOMER SUCCESS STORY

Eric Javits

Luxury Fashion Brand Saves Time and Primes for E-Commerce Expansion

Quick Facts

Name: Eric Javits

Location: Long Island City, New York

Industry: Retail, E-Commerce

Products: Designer Fashion Accessories

Website: ericjavits.com

System: SAP Business One ERP, Softengine WMS+



"The time spent on data entry and manual processes has been cut by half, if not more. The time the accounting team spends pulling out data and entering data has been minimized, which saves us a lot of cost in terms of time and money."

Dario Markovic, Chief Executive Officer, Eric Javits

Eric Javits first began when the designer opened his women's hat business in 1985. Ten years later he launched his trademark Squishee hat, which could be rolled up for travel and spring back to the original shape undamaged. It has been said that Eric Javits does not simply design women's accessories, he celebrates women with his designs. This concept rings true throughout the brand today.

Eric Javits now offers luxury, designer accessories such as women's hats, handbags, footwear, and small leather accessories. A men's hat line was introduced in 2017. Eric Javits products are available at high-end department stores and on their e-commerce site. As an artist in his own right, Eric Javits has enriched the Fashion Accessories Industry by creating designs which charm, endure and are fun to wear. Uncompromising design and intelligent luxury are the hallmark of the Eric Javits brand.

Softengine, Inc.

Warner Center Towers

21800 Oxnard Street Suite
1060

Woodland Hills, CA 91367

P. 818.704.7000

F. 818.884.3900

info@softengine.com

Challenge and Opportunities

Outdated Systems and Lack of Coordination

Prior to implementing SAP Business One, Eric Javits was running on a legacy, outdated accounting system. The technology had poor usability and was not particularly robust, and it was complicated and time consuming for the team to work within the system. Furthermore, the old system did not connect with any of the other software systems Eric Javits was using, which was becoming increasingly important as they began placing more emphasis on their e-commerce throughout the pandemic.

Rather than having a system that was working for them, the Eric Javits team felt as if they were working for the system, which resulted in many wasted man hours. Manual data entry and a difficult user interface also resulted in inaccurate information, delays in reporting, and a lack of visibility to inventory, making it difficult to chase down orders. This resulted in time lost and poor customer service.

Solution

Why Softengine & SAP

Eric Javits selected SAP Business One knowing that SAP had a positive reputation for being reliable and robust. SAP is a household name known for its innovative technology, and as an expanding brand, Eric Javits could rest assured that it would not outgrow the software's functionality. Furthermore, the Chief Executive Officer, Dario Markovic, had heard positive feedback about SAP Business One and its usability, which was an important issue the team needed to solve.

Eric Javits put their trust in Softengine to carry out the ERP implementation due to the partner's prior experience in the fashion and retail industry. Softengine was able to offer a Warehouse Management System (WMS+) that could assist Eric Javits with its wholesale and e-commerce operations. Furthermore, the Softengine team was flexible and accommodating compared to other implementation partners. They were able to accommodate Eric Javits' needs given the extenuating circumstances during the pandemic and did what it took to ensure a smooth implementation process.

Results

Huge Time Savings and E-Commerce Integration

Eric Javits has been able to save significant amounts of time and money since implementing SAP Business One ERP. The time spent on data entry and manual process has been cut in half, if not even more! The accounting team no longer needs to dedicate significant amounts of time to manually extract and enter data, which has resulted in major savings in terms of both time and money. Pulling reports is also simplified with a cleaner, easy-to use interface.

The new system also allows for third party integration with other software, such as Shopify. This means the same information is available to the entire team. With real-time, accurate visibility into sales and inventory, the team does not have to spend time chasing own information and can focus on providing optimal customer service. This has equipped Eric Javits with the resources it needs to adapt to an increasingly digital marketplace and primed them for future growth.

Softengine was able to adapt to Eric Javits' specific implementation needs and get the team up and running in the system quickly, even in the middle of a pandemic. Dario Markovic, CEO stated, "Overall the team is always trying to be supportive. There is always someone trying to help you." Throughout and after the go-live process, the Softengine team continues to support Eric Javits and meet their needs.

"The biggest benefit of implementing SAP Business One has been the ability to adapt to the changing e-commerce business out there. This has made us more stable for growth, improved accuracy, and more."

Dario Markovic, Chief Executive Officer, Eric Javits



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