

Deposco is not a WMS provider but a partner. The Deposco team helps us solve unexpected problems, shares best practices, and act as consultants for our business strategy. The business consulting has been an outstanding factor in their service making them a true partner.

- Henry Lin | Director of Supply Chain



Company | Fragrant Jewels
Industry | Bath Bombs and Fragrances
Headquarters | Los Angeles, CA
Type | E-commerce

Challenges

- Fragrant Jewels was growing rapidly. With a unique hidden jewelry differentiator, the company soon became the #1 supplier of bath bombs in the industry.
- With 20 employees picking blind it would take a 20 hour work day to fulfill 3,000 order days. Exhausted and hitting capacity with no system in place something had to change and fast.
- Fragrant Jewels was looking for a partner, not just a WMS. They needed inventory visibility and fulfillment optimization as well as satisfy integration needs with CRM and ERP.

Solutions

- Deposco was able to take on the challenge and have the system integrated and functioning just 6 months after signing.
- 25,000 orders were backlogged the day Deposco went live. Deposco was able to partner with them and provide the visibility to fill those orders within 30 days.
- Picking optimization and inventory visibility were key solutions Deposco was able to provide by allowing the pickers to be more efficient. Pickers are now able to pull 10 of the same item and produce separate labels for each simultaneously.

Results

- Before Deposco 30% of customers received the wrong order. After implementing Deposco the percentage of incorrect orders was reduced to 5%.
- The number of orders Fragrant Jewels is able to ship out per day increased by 75%. This was done within a time reduction of 12 hours and half the number of employees. Allowing time off, normal hours, and vacations.

Partnership Today

- Fragrant Jewels and Deposco are partnering to expand Fragrant Jewels into new markets and on advanced platforms. Deposco's flexibility and expert advice has made them a partner Fragrant Jewels values and continues to consult into the future.



The Deposco Difference

75% Decrease
in fulfillment time

84% Increase
in order accuracy

50% Increase
in picking efficiency

63% Increase
increase in order fulfillment capacity per day



Optimize Fulfillment with Deposco Bright Suite™

Cloud-Based Order Management & Omnichannel Fulfillment Solutions to Solve Your Supply Chain Challenges

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