

USE CASE SERAX

Furniture - retail

12% less stockouts and 29% more accurate demand forecasting



Simon Sterck,
Chief Operating Officer

SERAX

SERAX

- Belgian design brand creating contemporary homeware, based on close collaboration with designers
- €70 Million annual revenue

The problem

- Forecast accuracy based on statistical planning in Excel is insufficient to catch the trends accurately and make the link with events
- 50% of all customers are in hospitality business which led to a serious disturbance when Covid made the historical information useless
- It takes very long to understand the real demand, leading to errors in the estimation of the needed capacity and lost sales because of the artisanal and outsourced supplier base



Garvis Advanced AI & Inventory planning

- Garvis was implemented and converted directly out of the existing spreadsheet
- It translates the volatility of the demand in optimal stock positions
- It allows planners to easily identify events that impact sales and reduce the time working on the plan



Results

- Forecast error reduction of 29% compared to the previous method
- 60% reduction in working hours to create the plan
- 12% less stock outs and increased service levels
- Immediate onboarding at no cost