WAERLINX FOR NETSUITE HELPS COX & COX
MANAGE ITS BUSIEST-EVER HOLIDAY PERIOD

Launched in 2001, Cox & Cox is a unique collection of practical yet beautiful homeware products, unavailable in traditional catalogues. The eclectic mix of old and new makes the site a go-to for independent-minded home owners and interior designers alike, and the company has a strong and ever-growing loyal customer base.

Having seen double digit growth year-on-year, in the first quarter of 2017, Cox & Cox took the decision to implement a new ERP system. They chose NetSuite, citing a need for a true cloud platform that could accommodate the rapid development trajectory of the business. NetSuite UK assessed the customer requirement and decided to bring in SuiteApp and WAERlinx to address the complex warehouse management elements of the project.

"From the outset, the team at Waer have gone beyond our expectations. WAERlinx has really delivered, and our warehouses are running smoothly and efficiently with happier, more productive staff. We would highly recommend WAERlinx."

Aynsley Peet, Ecommerce Manager, Cox & Cox

NetSuite and WAERlinx went live in August 2017 and with the holiday season just around the corner, the WMS was really going to be put to the test. Warehouse staff at Cox & Cox found the system intuitive and simple to use, and the transition was extremely smooth. Cox & Cox has reported its busiest Christmas ever (2017) with an efficient, fast, accurate warehouse operation, thanks to the new solution.

David Snelson, CEO at Waer, said "it's great to have such an exciting brand like Cox & Cox as a Waer customer. They have been great to deal with and we love their products just as much as they do ours! The most pleasing aspect of the project for us though was being asked directly by NetSuite EMEA to partner with them on the Cox & Cox project. Their faith in us to deliver a world class system to their customer was well placed and we are looking forward to more projects with them through 2018 and beyond as their rapid global expansion programme rolls out."

Some of the key features of the WMS component include:

- Inspection percentage – The ability to push a certain percentage of goods into inspection with the remaining quantity going into an empty location. This stock cannot be allocated until the inspection has passed.

- If a pick-face is empty, the picker scans the SKU number to see whether there is additional stock available in another location – Just-in-time functionality initiates an inventory move task automatically for the replenishment team to re-stock the location.

- Pick waves are automatically assigned to users wherever they are – This feature also includes larger items (referred to as 1 Man or 2 Man) that are stored in a separate warehouse.

In addition, the system has been further enhanced recently, with more detailed dashboards. Now, all Cox & Cox warehouse locations can display real-time data on:
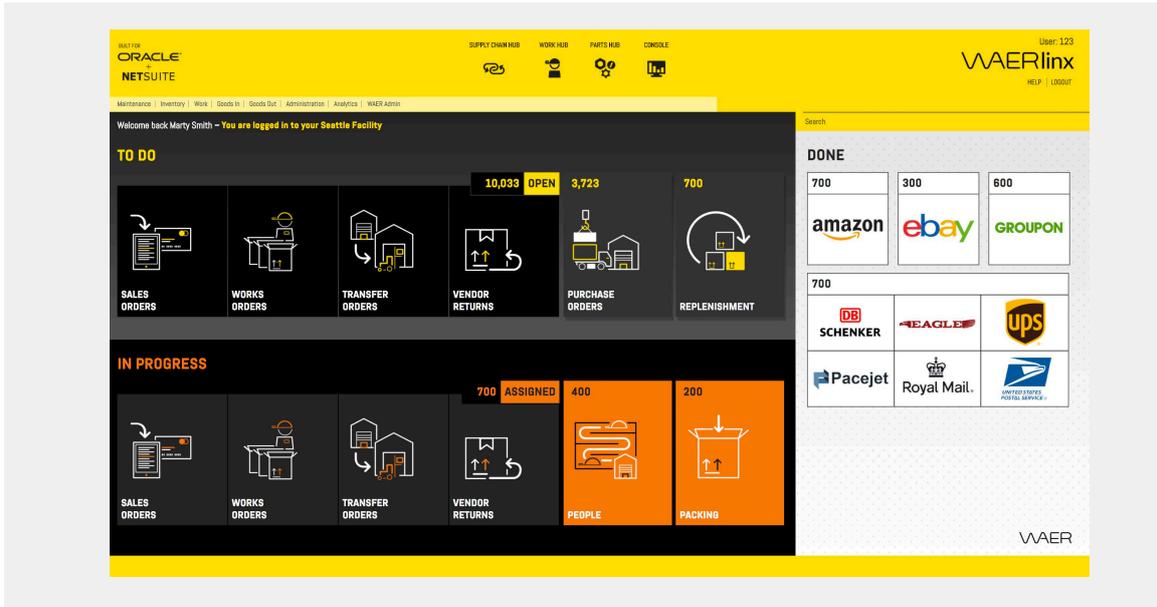
WAERlinx

Company Snapshot

Company: Waer Systems

Location: United Kingdom

Cox & Cox
unique, eclectic, beautiful

Partner Name: Cox & Cox

Location: United Kingdom

- Customer orders, priority orders and critical orders by shipping method.

- Status of orders that are waiting to be fulfilled, with a breakdown, in particular those orders that are categorised as 'on backorder' and 'in stock – no payment.'

Order Fulfilment Summary

Sales Order Status	Number
Fully Allocated	12
Replenish From Bulk	38
Hold	32
In Stock – No Payment	47
On Backorder	831
Forward	4
Total Orders	964