



From Stone Age to Industry Leader: How Orchids Lux Home Saves 40 Hours a Week with **WizCommerce**



ORCHIDS
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About Orchids Lux Home

Orchids Lux Home is a luxury home bedding and furniture company renowned for its exquisite products, which are manufactured in India and distributed across North America.

With a vision to transform the ordinary home bedding experience into an enchanting retreat, Orchids Lux Home blends traditional craftsmanship with contemporary design to create timeless bedding collections and stylish furniture. Their mission is to offer homeowners captivating, comfortable bedding solutions that turn every sleep into a luxurious experience.



Industry

Home furnishing



Company Size

11-50 employees



Headquarters

Dallas, Texas



Founded

1986



Specialities

Duvet covers, quilts, coverlets, pillows & throws

The Challenge:

Legacy systems, lack of integration capabilities, and operational inefficiencies

The team at Orchids Lux home had been using RepZio, a basic order-taking system, for over eight years. While it served the purpose of processing orders, the system **lacked integration capabilities**, resulting in several issues:





Manual data entry

Repzio lacked integration capabilities with Orchids' existing ERP system, resulting in hours of manual data entry to and from Repzio.



Limited product information

Reps had access to very basic product information, but they lacked access to real-time inventory data, order status, and product details.



Operational inefficiencies

The lack of integration led to significant time spent on manual tasks, prone to errors.

These challenges hindered the company's growth. While they knew they needed to find a solution that seamlessly integrated with their existing systems, finding a solution that fit their unique needs proved difficult.

Many available systems were outdated and lacked the versatility required for a fast-growing, dynamic business.

Why WizCommerce stood out



Orchids Lux Home had been searching for a better solution for years. They explored various tools but found them either too clunky or not adaptable enough for their needs. When they came across WizCommerce, it was a revelation—**highly customizable, integration-friendly to seamlessly connect with their ERP**, and designed with the specific needs of the wholesale business in mind.

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There is nothing like WizCommerce out there. It's the perfect point-of-sale system for a wholesale business and **highly customizable**.



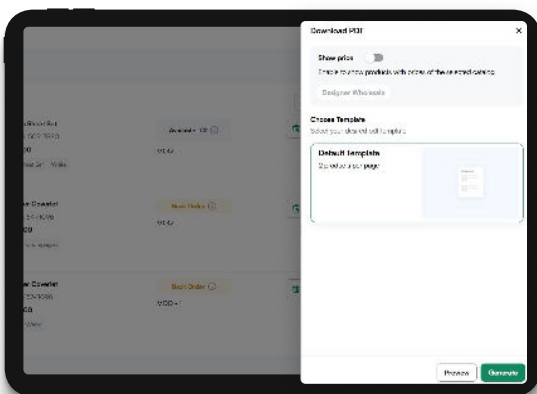
Rishab Jain
VP of Operations

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With WizCommerce, Orchids Lux Home was able to:

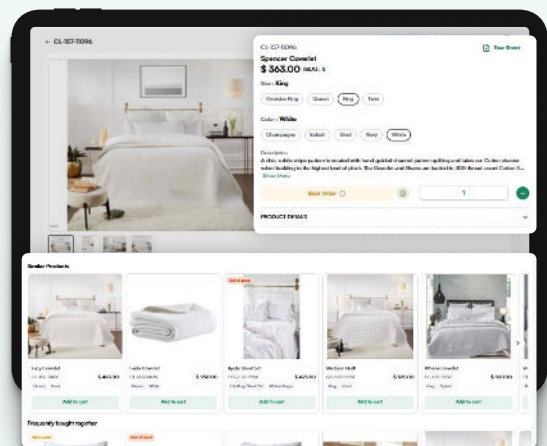
Highly customizable workflows

1. Effortless, professional-grade product presentations



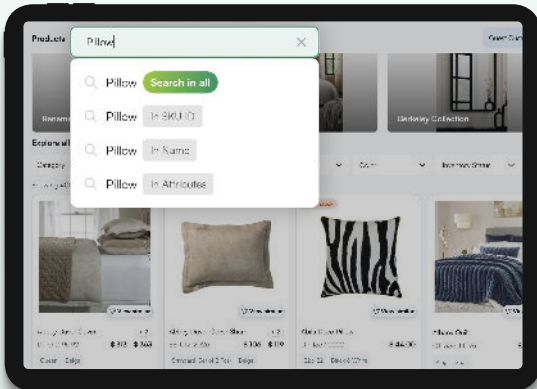
WizCommerce empowered Orchids Lux to generate customized product presentations with the template of their choice instead of manually creating and downloading line sheets.

2. Customized product display pages



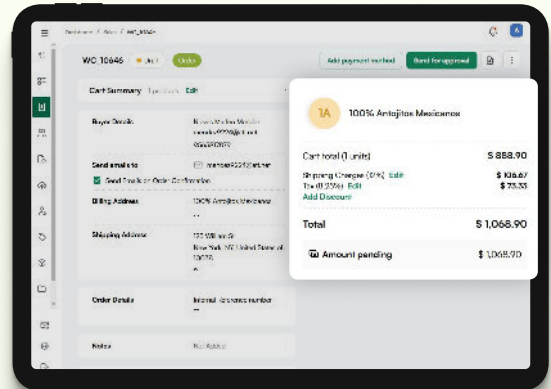
WizCommerce offered Orchids Lux the flexibility to create customized sections and display customized information, like product details, descriptions, attributes, etc.

3. Advanced search & sort filters



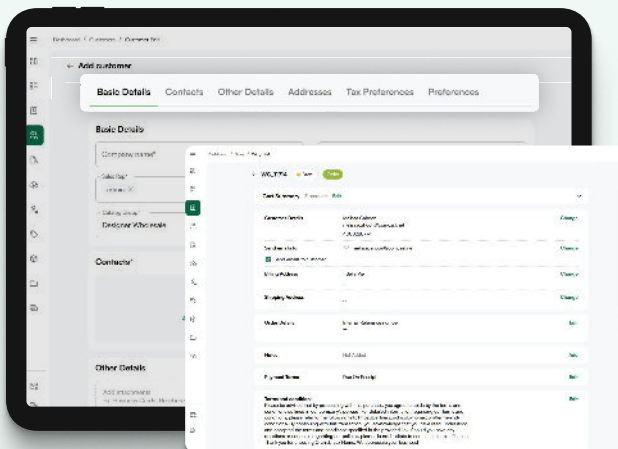
Orchids Lux simplified product discovery for their vast home furnishing range with custom filters, a typo-tolerant search bar, and multiple sorting options.

4. Automated shipping charges calculation



Automated shipping rules set charges based on factors like location and product type, leading to less to-and-fro on shipping charges and helping to close orders faster. This speeds up order processing by reducing delays from shipping cost discussions.

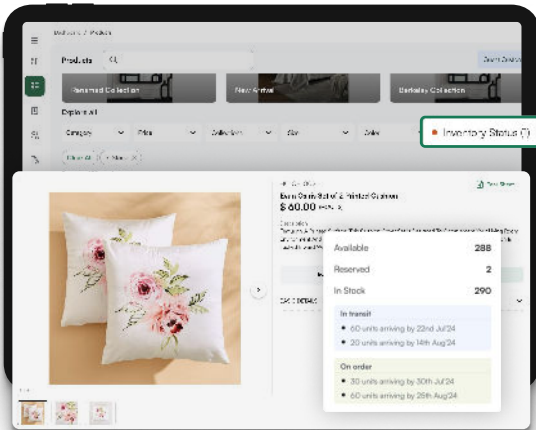
5. Customizable customer and order forms



WizCommerce allowed Orchids Lux to customize customer and order form fields according to their requirements. They were able to select fields they wanted, set them as mandatory or non-mandatory, and set user permissions for specific fields. These settings helped them pull all the necessary data for a seamless integration.

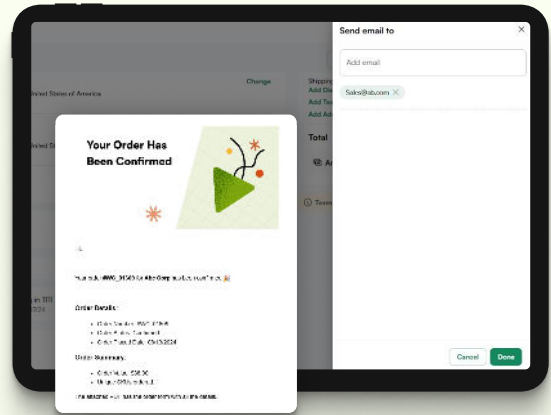
Comprehensive information access

1. Real-time data visibility



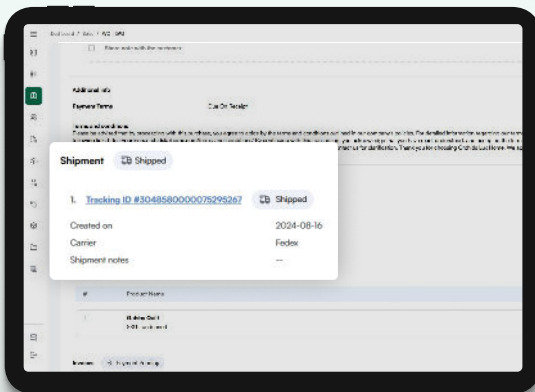
WizCommerce empowered Orchids Lux to get real-time access to product, inventory, and order data.

2. Keep customers in the know



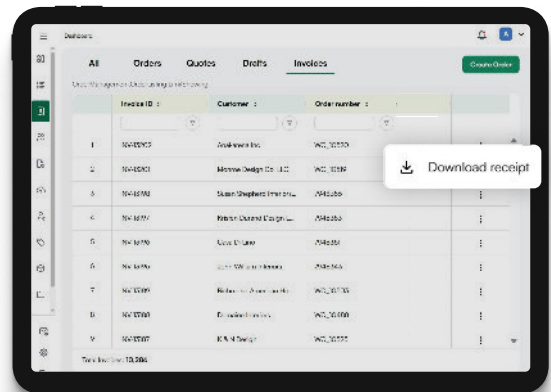
WizCommerce empowered Orchids Lux Home to send automated email updates on order status, helping them save customer service hours.

3. Send shipment tracking links



Seamless integration with Zoho allowed sales reps to access shipment tracking links directly, giving them more visibility and reducing their reliance on the central customer team for updates.

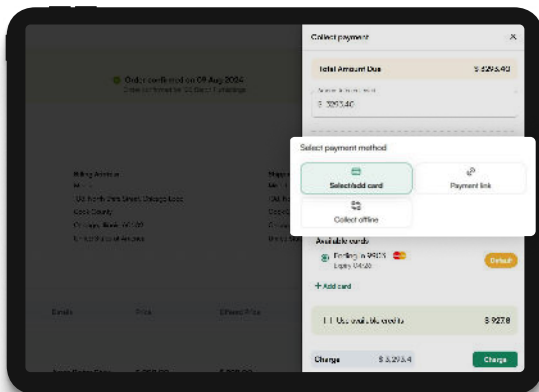
4. Invoices and PDF access



Sales reps can now generate and access invoices and PDFs themselves, streamlining the process and cutting down on calls to the central customer team for invoice-related tasks.

Integrated payments management

1. Flexible, fast, and secure payment options



Orchids Lux got the ability to offer fast, simple, and secure payments with our most flexible checkout experience—including flexible payment terms like upfront/deposit and payment options like card-on-file, **payment links**, tap/swipe card, etc.

2. Seamless payment record reconciliation



Orchids Lux achieved seamless flow of payment data between our point of sale payment system and their accounting system, eliminating the need for manual reconciliation.

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WizCommerce has made a phenomenal impact on our trade show experience. Our sales reps were really excited to use it at the market, especially having access to a real-time inventory. **That really helped us in boosting sales.**



Rishab Jain
VP of Operations

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The Secret Sauce: A Connected System

Unlike Orchids Lux Home's previous system, WizCommerce offered smooth integration with Orchids Lux Home's existing systems, including Zoho, their central ERP.

This integration unlocked several benefits, including:



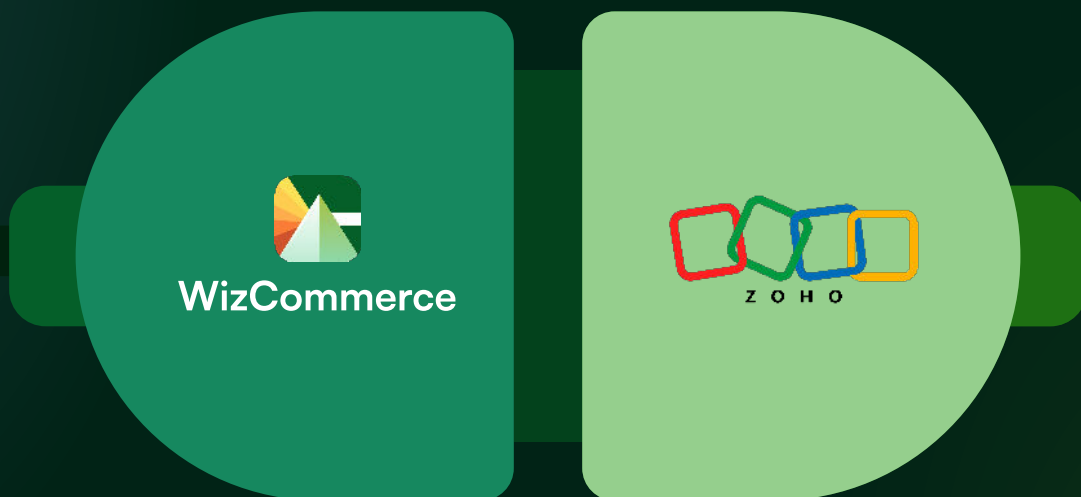
Time-saving by reducing the need to switch between multiple systems.



Automated data transfer, minimizing manual data entry errors.



Real-time information on orders, inventory, payments, etc.



Results: Efficiency and growth unleashed



WizCommerce is **2X quicker** and easier to use for searching items, finding accurate stock information, and doing on-the-go presentations for new clients, products, and orders!



Robbie Lee Graff
Sales Representative

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Time saved by automating manual sales tasks

10 hrs/week

<5 min

Order & quote creation time reduced from 45 minutes to

We're not just a platform but a partner throughout your implementation journey



Zero-Effort Implementation
in <30 days



A Dedicated Customer
Success Manager



24*7 Customer Support
Even on Weekends

*"Implementing and integrating a new system can be challenging and time-consuming. But the WizCommerce team was really with us during this whole journey, understanding the challenges and debugging issues. **It could not have gone better.**"*



Rishab Jain VP of Operations, Orchid Lux Home





WizCommerce, a true game-changer for Orchids Lux Home

WizCommerce didn't just improve Orchids Lux Home's operations—it transformed them. From significantly reducing manual tasks to revolutionizing the trade show experience, WizCommerce has proven to be a powerful, versatile tool that has set Orchids Lux Home up for continued success in the years to come.

Whether it's the seamless integration with Zoho, the time-saving features, or the robust trade show functionality, WizCommerce has delivered on its promise, becoming indispensable to Orchids Lux Home's business operations.

[Visit our Website](#)



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