

OPTIMIZATION AND SUPPORT CASE STUDY

APPAREL, FOOTWEAR, AND ACCESSORIES

REDVANLY

Born from a passion for sport, Redvanly is a family-run retail business specialising in sports apparel. Operating both an e-commerce and wholesale business, they have scaled significantly since conception, present in over 3,000 worldwide stockists with plans to expand.

CHALLENGE

Redvanly implemented NetSuite to facilitate their rapidly growing operations, however, it soon became apparent that they were not leveraging NetSuite's full capabilities, and as a result, adoption of NetSuite was poor. They were still using manual processes to create and send shipping information, hand-keying customer orders, and, without an inbound inventory receiving process, they lacked accurate records or real-time inventory visibility, and experienced shipment tracking challenges. In addition, their tech stack which included Shopify, Loop and RepSpark were also disconnected, which meant they had to manually update systems.

WHY VURSOR AND NETSUITE?

Vursor was recommended to Redvanly by a colleague who had worked with Vursor previously. From the outset, Vursor stood out from other Support partners - their responsiveness and commitment to understanding Redvanly's business and long-term goals, combined with their experience in the Apparel, Footwear, and Accessories industry gave Redvanly the confidence that Vursor could align closely with their needs.

THE RESULTS

- Vursor enabled NetSuite to become the central hub for all Redvanly's business operations. They now have a fully integrated tech stack, including a warehouse management system where orders flow seamlessly from Shopify to NetSuite and down to the warehouse to receive and process returns.
- Redvanly has achieved Electronic Data Interchange (EDI) compliance, allowing them to successfully onboard and work with 7 major wholesale customers through EDI.
- Improved customer experience as customers now receive automated shipping and tracking updates and returns are seamlessly handled through Loop.
- Redvanly's operations are now fully scalable, with end-to-end order visibility, streamlined processes to support growing order volumes, and better insights that drive business growth.
- Vursor reconfigured NetSuite to enhance purchase order management, inventory valuation, and sales order workflows, including an entire restructuring of item definitions to align with Shopify for seamless synchronization and consistent data across platforms.

"Vursor was so easy to work with. They worked at our pace and were always responsive to any requests we had. What truly stood out was their genuine interest in understanding our business and long-term goals, so they could optimize our instance of NetSuite and create robust processes that will support our growth. They are everything a NetSuite Support partner should be, and they have really helped us get the most out of NetSuite. I cannot recommend them highly enough."

- GLOBAL OPERATIONS LEAD, REDVANLY



IGNITE CONFIDENCE IN YOUR CUSTOMERS' GROWTH

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