

“Thanks to Linnworks, our average despatch time fell from 1.4 days to 0.2 days, or in layman’s terms we were able to despatch most orders on the day of purchase, which meant that our customer service and feedback began to soar.”

Phillip Hill, CompuBuyz Operations Manager



Company Overview

CompuBuyz Ltd is a reputable UK based company, specialising for over 3 years in the Audio Visual Electronics business. While offering a large range of quality products, CompuBuyz focuses on providing their customers with an efficient, quick and easy way to buy the products they want at some of the most competitive prices online.



Situation or Problem to be Resolved

CompuBuyz were selling their products on multi-channels such as Amazon, eBay and its own web-site and needed software, which would allow them to manage all selling channels and their entire inventory from one place, as well as enabling integration with such aspects as order processing and shipping.



Solution

The task of implementing the Linnworks Local Instance package within the CompuBuyz business practise was simple and straightforward. It enabled CompuBuyz to streamline their business in many different and effective ways. By centralizing their inventory CompuBuyz were able to track their selling lines but, more importantly, to identify slow-moving products and reduce stock holding.

With Linnworks, CompuBuyz managed to cut out most of the laborious and time-consuming manual tasks such as printing despatch labels and invoices leading to a reduction in the despatch rate from 1.4 days to 0.2 days, meaning that CompuBuyz were able to send out most orders on the day of purchase.

This improvement resulted in better customer service which, in turn, engendered extremely positive feedback from their clients.



Why Linnworks?

Linnworks Local Instance package provided CompuBuyz not only with much-needed solution for multi-channels and web-site integration, but also with a complete stock management system. The look and feel of the software along with the level of support provided during the configuration and integration process made this package completely worth the investment.

Going Forward with Linnworks

CompuBuyz believes that if Linnworks could provide a customisable front-end web-site which can perform as an e-commerce solution, complete with a powerful backend, it would be a great feature guaranteed to make life even easier for many existing or potential clients.