Luxury Furniture Manufacturer

Customer Overview

Industry: Retail
Company Size: Enterprise

Product Leveraged

Oracle Commerce Cloud
Oracle CPQ
Oracle Integration Cloud
Oracle EBS

Key Differentiator

We have a history of excellence implementing CPQ solutions that improve cashflow and drive revenue.

"Keste is flexible in working with us, even as we've changed our scope...we haven't made it easy on them. They're accessible, they have a good team and a strong PM."

keste
Success Story
www.keste.com

Challenge

Luxury furniture manufacturer offers products internationally through designers and retail stores, but their e-commerce site needed to be brought up to speed. Key challenges included:

- Legacy systems inhibited product customization, putting them at a competitive disadvantage

- E-commerce platform was only for specific clientele. Retail clients had to purchase through sales reps, elongating the order to cash cycle

- E-commerce checkout experience was disjointed, hard to use, and prevented return customers

Solution

Keste implemented a modern e-commerce solution that put them on par with competition by enabling all customers access and providing the infrastructure for every product to be customized. Solution included:

- A configure, price, quote (CPQ) solution to automate the complex quoting process, drastically reducing the sales lifecycle

- Automated 3D and VR product configurations for over 200 frames, 400 fabrics, and ten decorative categories, improving customer experience and driving revenue

- A modern checkout interface, improving functionality and supporting credit payments, quickening the order to cash lifecycle

- Real-time dashboards for customer service reps to troubleshoot orders quickly and sell more