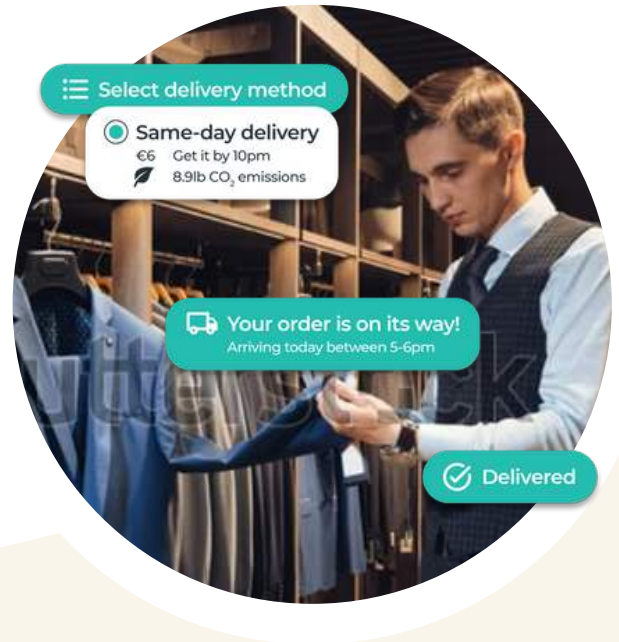




Premium & luxury



Why omnichannel?



Create a memorable in-store experience



Go further with personalisation



Never miss out on a sale

One imperative: deliver the best customer experience

Built on principles of excellence, brands in the premium-luxury sector have long prioritised the in-store experience and exceptional customer service.

While the sector was late to embrace the shift to online shopping, e-commerce is now projected to be the main purchasing channel for luxury goods by 2025. Here lies the paradox: how can a sense of exclusivity be maintained while selling through a quintessentially public channel?

The answer: by implementing an Order Management System (OMS). This solution adapts to the sector's specificities and priorities, maintaining excellence online while enhancing luxury boutiques with new services. The OMS also allows for custom rule-setting to create entirely unique experiences for brands and their customers.

Trusted by leading brands

LVMH

ba&sh

TED BAKER
LONDON

WHISTLES

RADLEY
LONDON

sessùn

FIGARET

HACKETT
LONDON

HOBBS
LONDON

MOSS

GUILDE DES
ORFÈVRES
BIJOUTIERS DEPUIS 1895

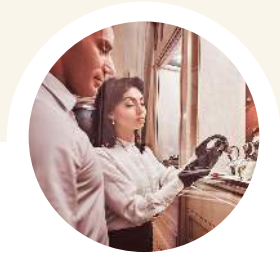
CHANTELLE



lullu

Julien d'Orcel
Le Bijoutier d'Aujourd'hui

Our flagship omnichannel solutions



Book in Store

Reserve items in-store without prepayment



Collect in Store

Simple and quick in-store pickup for online orders



Store appointment

Private bookings with an expert advisor for guided shopping



Delivery Promise

Enhanced fulfilment options with reliable delivery timeframes

+30% increase in online sales
Average recorded amongst OneStock clients

Elevated performance for luxury brands on OneStock OMS:

£618
average
basket value

40.7%
of store
contribution

11.91%
of orders placed to
Collect in Store

15.24%
of orders
returned

3.74%
of orders
cancelled

Averages from the OneStock BI Suite, 2023.

Certain subjects are particularly relevant for luxury brands. Personalising the customer experience, enhancing the in-store experience to make it exceptional, and improving services around e-commerce.



Laetitia Roche-Grenet
Business Synergies Director

LVMH

The OMS was a strategic priority. It's a significant project that addresses the challenge of combining the brand's rarity and exclusivity with high-level service and reliable delivery promises. We're merging the online and physical networks with the ultimate goals of customer satisfaction and improved profitability.



Pierre-Arnaud Grenade
Global CEO

ba&sh