



# Whish Beauty cleans up their inventory processes with NETSTOCK

| COMPANY      | INDUSTRY               | LOCATION | ERP       |
|--------------|------------------------|----------|-----------|
| Whish Beauty | Manufacture and retail | USA      | Unleashed |



Whish Beauty manufactures and retails their wide range of all-natural skincare products throughout the USA. They source most of their raw materials locally, but some of the active ingredients are sourced from other countries like India and Brazil.

| CHALLENGE   | SOLUTION  | RESULT  |
|---|---|---|
| Lost sales from stock-outs  | NETSTOCK integrated with Unleashed  | Minimized stock-outs and improved fill rate   |
|  |  |  |

Managing hundreds of thousands of SKUs in spreadsheets was Whish Beauty's process with their inventory forecasts and BOM planning. Exporting data into spreadsheets and sharing those with multiple buyers was becoming immensely time-consuming. It was also challenging to know which version of the spreadsheet was the right one, and any small change in a formula had dire consequences. This method left the door wide open to human error.



“Stock-outs were our number one challenge which resulted in lost revenue and customers. This is what prompted us to seek out a solution designed to manage inventory,” says Steven Montanez, Vice President of Operations at Whish Beauty.

For Steven, the NETSTOCK inquiry screen is a feature he can't live without. “If I need to know anything about a particular item, I go straight to the inquiry screen. When you have 20 different formulas, for example, chances are there are five to six ingredients within that formula that are all shared between other products. So, it's really helpful to see a global need for a particular item when it's in 20 or so different bills of materials. I can drill down and see all the different bills of materials that the ingredient is in and the different part numbers. And from there, NETSTOCK extrapolates out the demand forecast.

I find the Inquiry screen very useful with our packaging as well. We have our main bottle, a five-ounce airless bottle, and this is shared across approximately 18 different SKUs. Since we do all of our decorating in-house, I've got to be pretty lean on which SKUs to allocate my bottle supply. Self-tanners, for example, sell like hotcakes in the summertime, but in winter, they teeter down. So hitting those projections is critical. Trying to get this right using a manual process, as you can well imagine, is filled with challenges,” continued Steven.



Time-saving was the most significant ROI for Whish Beauty. What would take a couple of hours a day to do in a spreadsheet now takes a few minutes in NETSTOCK. Staff can now spend their time more productively, like following up on orders and making sure they arrive on time.

“With NETSTOCK, we have minimized our stock-outs, improved our customer service levels, and saved time doing it,” concluded Steven.



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Vice President of Operations