clear spider

CLEAR SPIDER
CASE STUDY

TV KING DISCOUNT WAREHOUSE

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ABOUT TV KING

TV King Discount Warehouse specializes in refurbishing high quality TVs, TV installations and TV Repair in the greater Charlotte, NC area.

Located in Charlotte, NC

11,000 items to track, with an additional 25,000+ items waiting in stock to track

1 Warehouse

BEFORE CLEAR SPIDER

Before Clear Spider, TV King Discount Warehouse had **no inventory management** control. Their business grew too quickly and they couldn't keep track of their inventory. They were using Shopify as their sales platform, but it wasn't robust enough to track their inventory as well. They had 1 warehouse and hundreds of tub locations, but no way of knowing what was where.

✕   Manually putting 200+ items away in bins daily. Human error resulted in items being put in the wrong locations.

✕   Losing a lot of time (sometimes 3-4 days) looking through the warehouse trying to find items to fill orders.

✕   Losing thousands of dollars of product by placing it in the wrong location in the warehouse.

✕   Cancelling customer orders because they couldn't find the items, in turn affecting their fees and rating on Amazon.

✕   Not being able to find an item for an order, drop shipping the item from another supplier and ultimately losing money on the sale.

WHAT THEY NEEDED

To achieve their business objectives and keep track of their items:

TV King Discount Warehouse required a system to provide real time visibility into all their items, their on hand quantities and where they're stored.

They needed a system that allowed them to scan inventory into a tub when received, and scan out and remove when sold.

It was essential to have this system seamlessly integrated with their different platforms, and have their stock updated in real time across:
- Shopify
- Amazon
- eBay

WHY CLEAR SPIDER

The Clear Spider system is designed to be highly intuitive and allow for effortless and efficient inventory management.
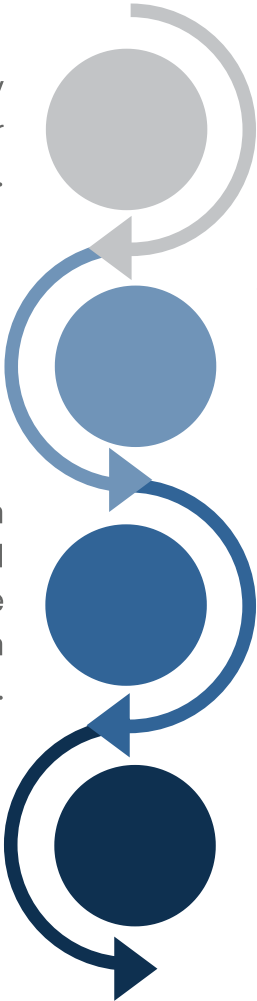
One of the main reasons they chose Clear Spider was our flexibility with integrations.

When they were evaluating different Inventory Systems, only a few could integrate with Shopify.

We were able to setup an integration with Shopify, and through this integration they're able to use Shopify to connect with many other platforms.

Currently Clear Spider passes information to Shopify who passes it to:
- Amazon
- eBay
- Walmart

IMPLEMENTATION

TV King Discount Warehouse chose Clear Spider because of our highly scaleable and integrable solution. Here is a detailed breakdown of the implementation process:

Customization

- Customizing the system to meet their needs so they can easily track all their items on hand
- Integrations setup to automatically push information between Clear Spider and other systems

Setup

- All their items are setup in Clear Spider, and we use Adaptors to push and create items in Shopify
- Shopify then pushes and publishes products on their other platforms (eBay, Amazon, etc.)
- When an order is placed on a platform, it's pushed to Shopify which pushes and creates the order in Clear Spider. Inventory in Clear Spider gets allocated, and when the order is fulfilled in Shopify it auto-closes the order in Clear Spider
- When items are updated in Clear Spider, an update is sent over to Shopify (who sends the update to the other platforms) to keep item details & images in sync

User Training

- Multiple training sessions for key users
- Training videos & documents
- Ongoing support from personal Account Manager

RESULTS

TV King Discount Warehouse have now gained real-time visibility into their warehouse and all their bin locations.

✓ They are able to locate every item in the warehouse easily through the scan in/out functionaltiy.

✓ No longer have to drop ship or cancel orders because of "no finds".

✓ Fully mapped out their warehouse to provide overall visibility.

✓ Saving time and money knowing where all their items are, and no longer losing them in the warehouse.

✓ Complete turn around of their business, had the system up and running very quickly.

❝ I would recommend to anyone who has 100,000+ products to get Clear Spider & Shopify. Everything will work out fine ❞

- Michael Euliss, Owner of TV King Discount Warehouse

NEXT STEPS

Now that Clear Spider & Shopify are working together seamlessly...

Adding more platforms will continue to increase their sales and profits

It's easy to link new platforms to Shopify, which is synced in real time with Clear Spider

TV King are planning to add an additional 3 e-commerce platforms in the next 3 months

CONNECT WITH US

Today, over 100,000 companies use Clear Spider on a daily basis.

Clear Spider is a web-based inventory management solution for companies to manage either their own inventory or the inventory of their customers and suppliers. There is no hardware or software installation, so deployment is quick.

Clear Spider is easy to learn, use, and maintain.

Interested in learning more?
Contact us to discuss
how we can help with your
inventory management needs.

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