

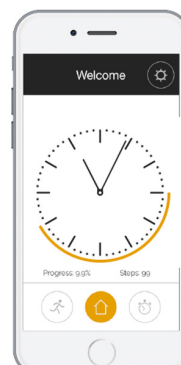
Case study **NÉVO WATCH**



Overcoming the challenges of complex shipments through dispatcher

BACKGROUND

névo is a French designed, stylish minimalist smartwatch with activity tracking, phone notifications and solar charging option. Because of its clean aesthetics and swiss time-keeping, its well positioned as a high-end gadget. Unlike other smartwatches, Névo is powered by dual watch batteries and never require charging, freeing users from the inconvenience of nightly charging. The concept was quickly popular, raising a total of 386K USD on the crowdfunding platform Indiegogo.



THE CHALLENGE

Design is extremely important to névo. To give customers greater customizability, different colored strap options are available, and each package comes with two straps of different materials to suit various outfits and occasions. Customers can also choose from two different sizes. For those who like to mix and match, they can opt for an additional Strap Perk for different strap colors and sizes.

Imagine the challenge of pick and packing for hundreds of customers each with different requirements! This process was very complex, and with a high number of SKUs, different straps, multiple perks and free gifts that had to be packed together, névo simply didn't have the resources or the time to manage it themselves. Due to promises to backers, névo had to find a solution quickly. The team sought out E-Services Group's Dispatcher program to manage their order fulfillment.



THE E-SERVICES GROUP SOLUTION

E-Services Group worked together with névo to identify the most cost-effective shipping options, and provided advice on different countries' duties and taxes so névo could be better prepared on the costs involved.

E-Services Group's warehouse team is experienced in pick n' packing parcels with multiple content and variations. After some briefing, the team rapidly developed a system to manage névo in an efficient and accurate manner.

Along with the B2C shipments, E-Services Group also helped ship bulk shipments for névo, giving them considerable savings on bulk freight and taking away the challenge of handling such large shipments. Since névo is a high value good (\$300 USD), E-Services Group needed to ensure that the goods were stored and delivered securely. The goods were stocked in E-Services Group's high security warehouse in Hong Kong and delivered by only well-recognized and trusted courier companies.

THE RESULTS

Within a week, everything was set up to meet névo's goal in satisfying the tight delivery promises to backers. Parcels went out within the scheduled timeframe, with orders packed accurately according to requirements. Logistics costs were saved through cost-efficient shipping options, and all this was done without any heavy investment burden on névo.



"We are pleased with the team at E-Services Group and their ability to adapt to our needs. The team has collaborated with us efficiently and helped us to meet our tight deadlines. A special thank you to the warehouse team who had to work extra hard for our customized parcels."

-Sebastien Druvent, **Founder & CEO of névo**

QUESTIONS? WE'D LOVE TO HEAR FROM YOU.

www.eservicesgroup.com
esg@eservicesgroup.com