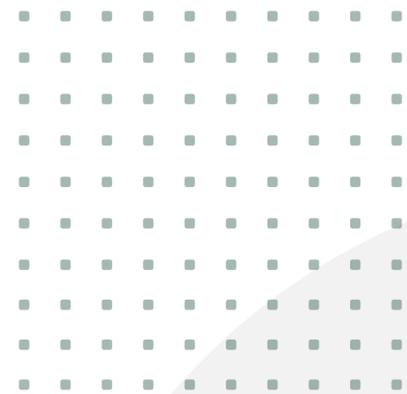


Helzberg: A Repair Success Story

Doubling repair efficiency with a system built for scale — and jewelers





A Repair Revolution

Before Luxare, Helzberg's repair operations were supported by handwritten invoices and manual processes—reliable tools that had served their purpose but couldn't keep up with scale.

With 450+ distinct types of repairs across four internal buckets, and limited real-time visibility, it was becoming harder to drive efficiency across stores.

“

"We didn't even know what was being done until the invoices came through."

Ronald Eicher, Director of Jewelry Repair Services

Repair activities were logged manually, accounts payable had to track everything, and store jewelers made operational calls independently—with the best of intentions, but without centralized oversight.





Enter Luxare: Clarity, Control & Real Results

When Helzberg adopted Luxare, the improvement was both immediate and measurable. With Luxare, store teams input repair operations, jewelers execute them, and leadership gains visibility across the entire workflow.

“

"It was like going from the dark ages to the light."

— **Brian Wulff, DVP – Customer Experience**



01

Powerful Search



02

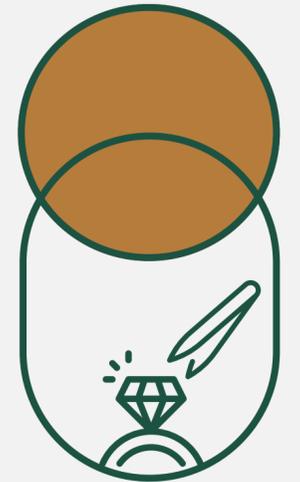
Real-time Reporting



03

Centralized Workflow Control

Thanks to Luxare's search functionality and real-time reporting, Helzberg could finally answer critical questions: How long does a repair take? Which stores are performing better? Is pricing in line? The answers became easier to access and act on.





The Impact: More Repairs, Less Chaos

If it's in Luxare, we can find it, report on it, and act on it. Since adopting Luxare:

01 | Turnaround time dropped

02 | Repair profitability doubled

03 | Operational visibility skyrocketed

“

"The program is easy to use—it's not complicated. Luxare created a training manual and video that got our team up and running quickly. Our store-side operations were already pre-loaded, so we did not face any customer issues. We focused entirely on the repair shops, and setup was simple and quick. The support from Luxare has been incredible—fast and reliable. Any issues that come up, they are right there to help."

— Brian Wulff, DVP – Customer Experience

Onboarding That Works



8-minute video



Step-by-step manuals



Setup was simple, fast, and focused on repair shops



A Partnership, Not Just a Platform

“

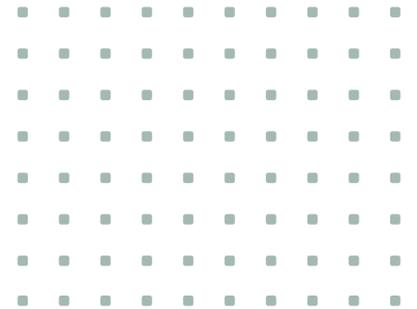
“The partnership has been incredibly beneficial. Luxare is always ready with solutions to our challenges. It is truly a partnership—not just a vendor relationship. The Luxare team feels like an extension of ours. They understand who we are and what we are trying to accomplish, which has made it easy to overcome the challenges we have faced.”

— Brian Wulff, DVP – Customer Experience

With Luxare, Helzberg evolved from manually tracking repairs to running a highly efficient, fully visible, and scalable repair operation.

“Setup was fast. Support is quick. The system grows with us.”

And the best part? The jewelers now focus on what they do best—crafting brilliance—while the system handles the rest.



Want to see what your repair ops could look like with Luxare? Let us talk.



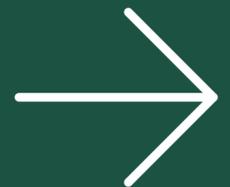
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