



LUXARE
BY DIASPARK

HING WA LEE JEWELERS

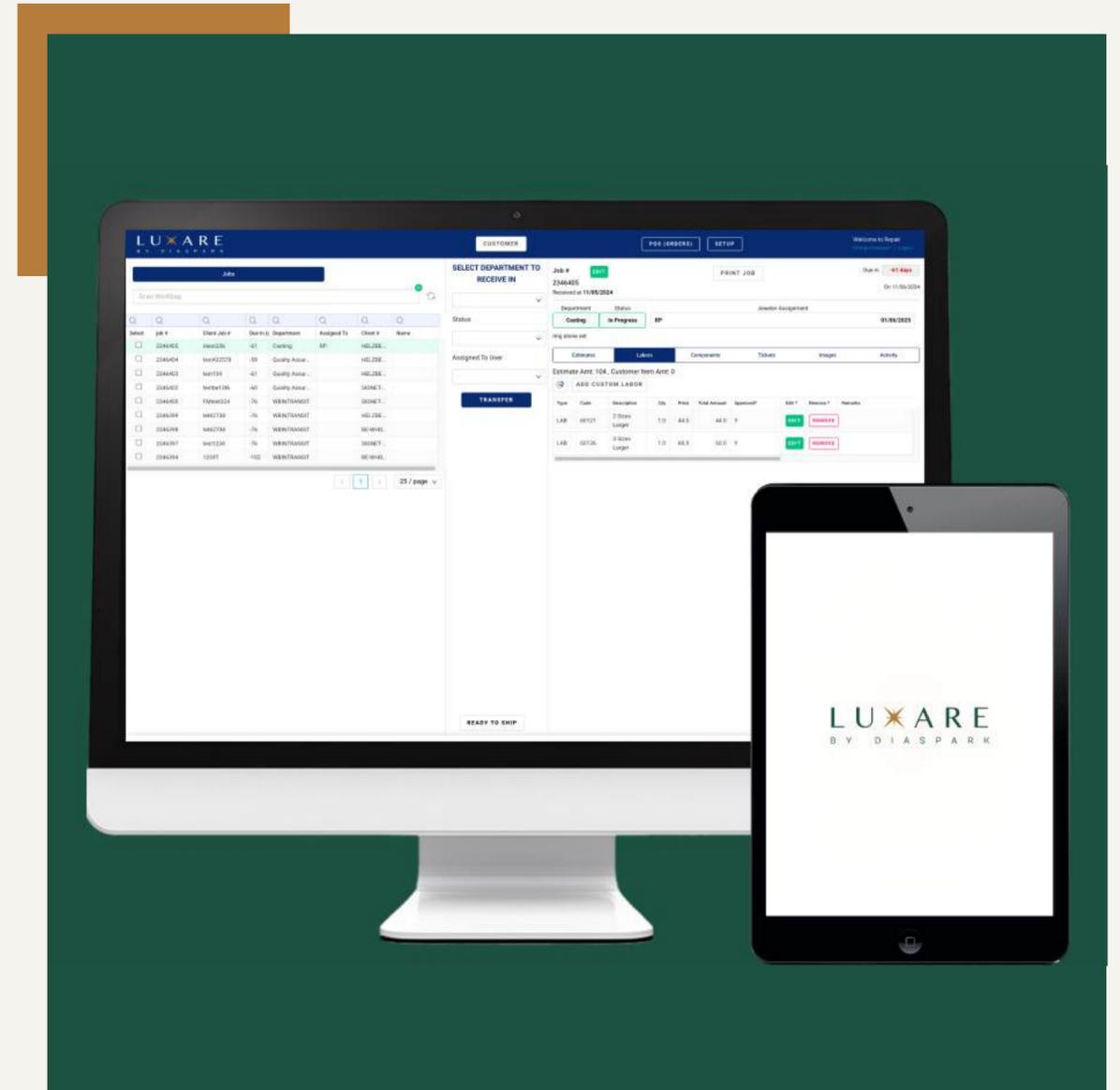
Luxury Timepieces & Fine Jewelry | 3 Stores | 30+ Brands





At a Glance

- 01 Customer: Hing Wa Lee Jewelers**
- 02 Industry: Luxury jewelry & watches**
- 03 Challenge: Expanding business needed an intuitive, multi-category retail system**
- 04 Solution: Luxare POS & Inventory Management**
- 05 Results: Streamlined inventory, custom reporting, improved efficiency**

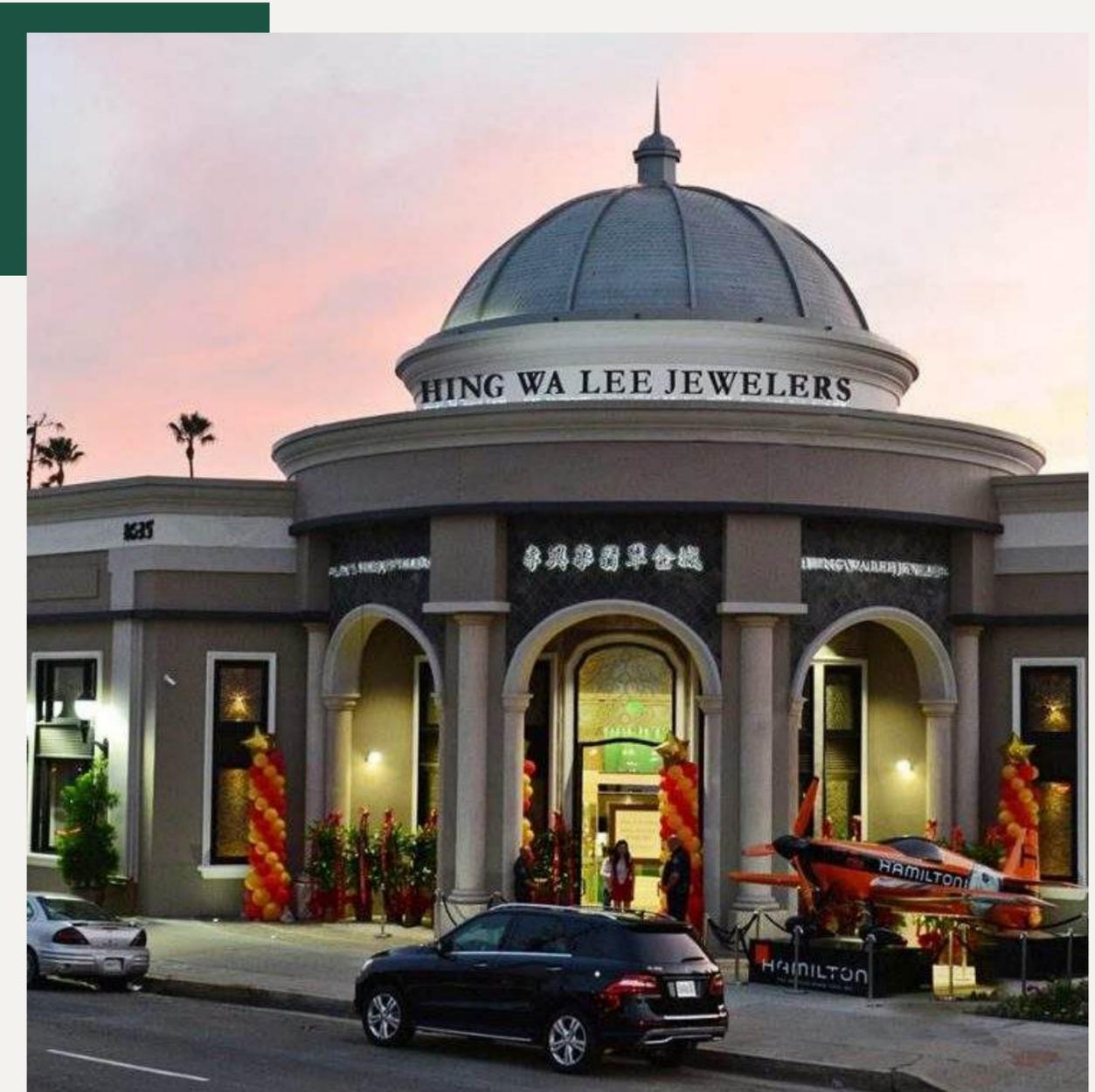




About Hing Wa Lee

Hing Wa Lee Jewelers has built a reputation over decades as one of North America's most prestigious luxury watch and fine jewelry retailers. Representing over 30 iconic brands, the company is renowned for:

- 01 Impeccable craftsmanship
- 02 Curated luxury collections
- 03 Exceptional customer service





Growing Pains of a Legacy System

Before Luxare, Hing Wa Lee operated on Retail Pro and SAP. These platforms had served their purpose but fell short as the business expanded into managing both luxury timepieces and gold & diamond jewelry.



We were expanding and needed a system that was more intuitive—not just for timepieces but also for gold and diamond jewelry.

— Jacquelyn Chiong, VP of Merchandise



Key Challenges:

- 01 **Limited flexibility across multiple product categories**
- 02 **Fragmented workflows between watches and jewelry**
- 03 **Difficulty managing merchandise across three stores**
- 04 **Need for more intuitive, jewelry-specific functionality**



Finding the Right Fit

A referral from another luxury jeweler, Bhindi Jewelers, introduced Hing Wa Lee to Luxare by Diaspark.

The decision to switch happened just before COVID-19—right as the team faced the daunting task of onboarding thousands of products.

“

Onboarding was extremely painful... but that was because of the timing and the sheer volume of products.

— Jacquelyn Chiong, VP of Merchandise

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Despite the tough start, the foundation was set for transformation.





Operational Transformation

Luxare quickly became a game-changer for merchandise and inventory management across 3 stores and 30+ brands. Even without using every feature, Hing Wa Lee experienced tangible improvements.

Favorite Features:

- 01** Powerful merchandise & inventory management tools for back-office operations
- 02** Custom reporting tailored to unique business needs
- 03** Responsive and effective support from Luxare's team

Results Achieved:

- 01** Streamlined multi-store inventory management
- 02** Greater control over brand-wise merchandise
- 03** Faster access to actionable insights via custom reporting



Operational Transformation

With Luxare, Hing Wa Lee Jewelers has laid a scalable foundation for the future of luxury retail. The company now enjoys more visibility, control, and flexibility—critical for managing both heritage brands and modern consumer expectations.

As VP of Merchandise Jacquelyn Chiong sums it up:

“

“My favorite part of Luxare is being able to build reports that optimize my needs—and I would certainly recommend it to others.”

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LUXARE

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Where luxury meets software



If Hing Wa Lee can streamline 30+ brands with Luxare, imagine what we can do for you. Let's talk!

 www.luxare.com

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