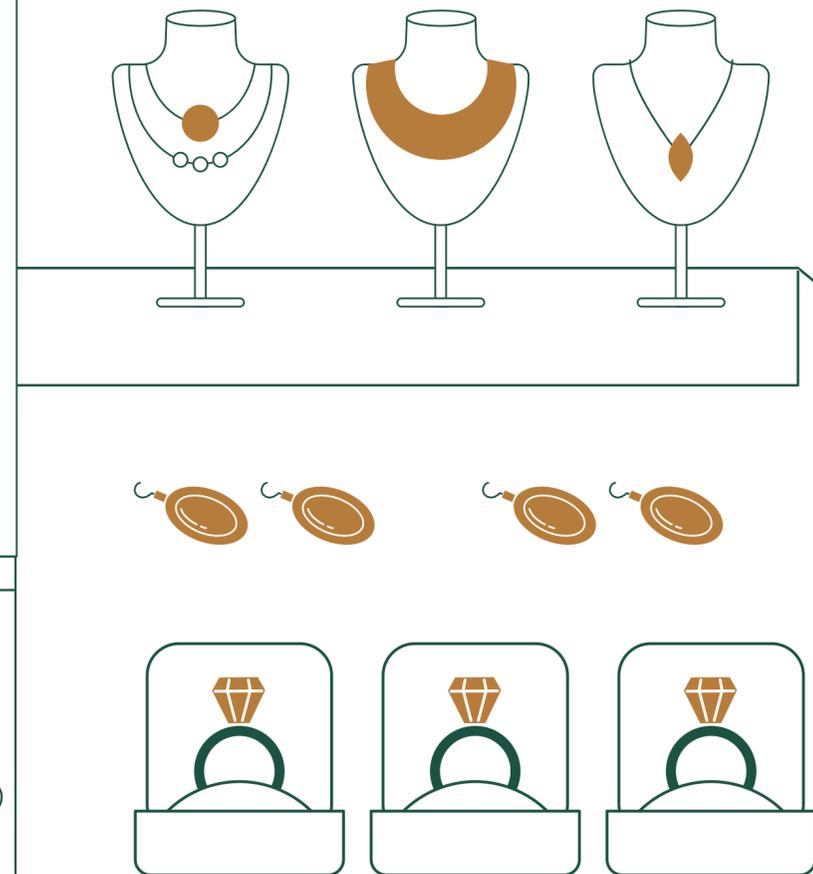
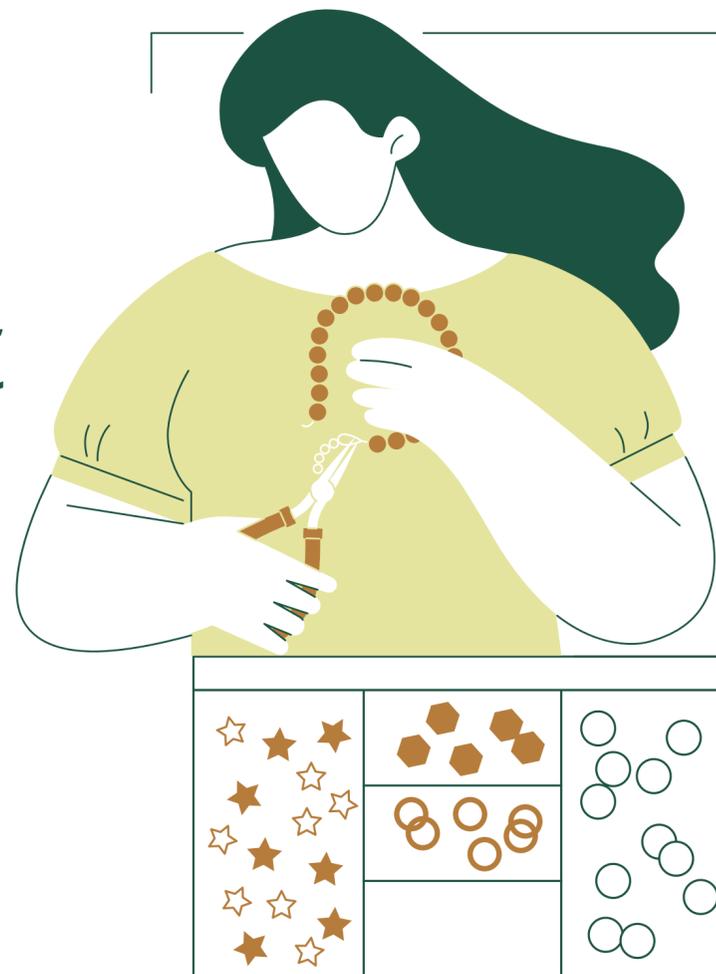
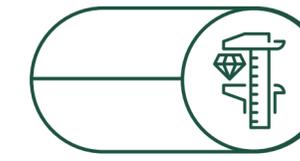
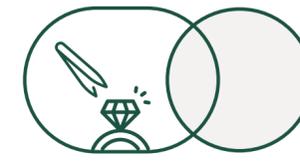




# Scaling Seamless Repairs with Signet Jewelers



How Luxare Powers One of the Largest Repair Networks in North America



With **1,000+ stores** serviced, and thousands of repairs handled weekly, Signet Jewelers is one of the largest players in the jewelry retail and repair landscape. From watch and jewelry repairs to managing communication across hundreds of locations, Signet's repair operations demand speed, accuracy, and scale.

At the heart of their repair network are facilities like **Signet Services Tennessee (SST)** and **Signet Services Illinois (SSI)**—two hubs managing high-volume, high-value repairs. And behind their growing efficiency? Luxare Repair, a purpose-built solution tailored for the jewelry industry.

“

The previous system didn't offer robust reporting, automated communication, or even detailed search capabilities. We didn't have inventory management either.”

— SST team





## Why Luxare was the Right Fit

Managing repair jobs meant repetitive tasks, limited insights, and a communication gap between the repair facility and the stores. The Signet team recognized the value Luxare brought to the table—

**01** Tailored workflows

**02** Customizable features

**03** A responsive support team

So, when Signet acquired SJR (now SST) in 2023, SJR was already using Luxare to streamline its repair operations.

“

“We would definitely recommend Luxare by Diaspark. The system is flexible, scalable, and built to match the real-world pace of jewelry repair operations. The data reporting, client communication, and repair tracking make our operations smoother every day.”

— Dana Bowman, Sr. Director, Operations, Signet Jewelers



## Volume Doubled, Stress Didn't

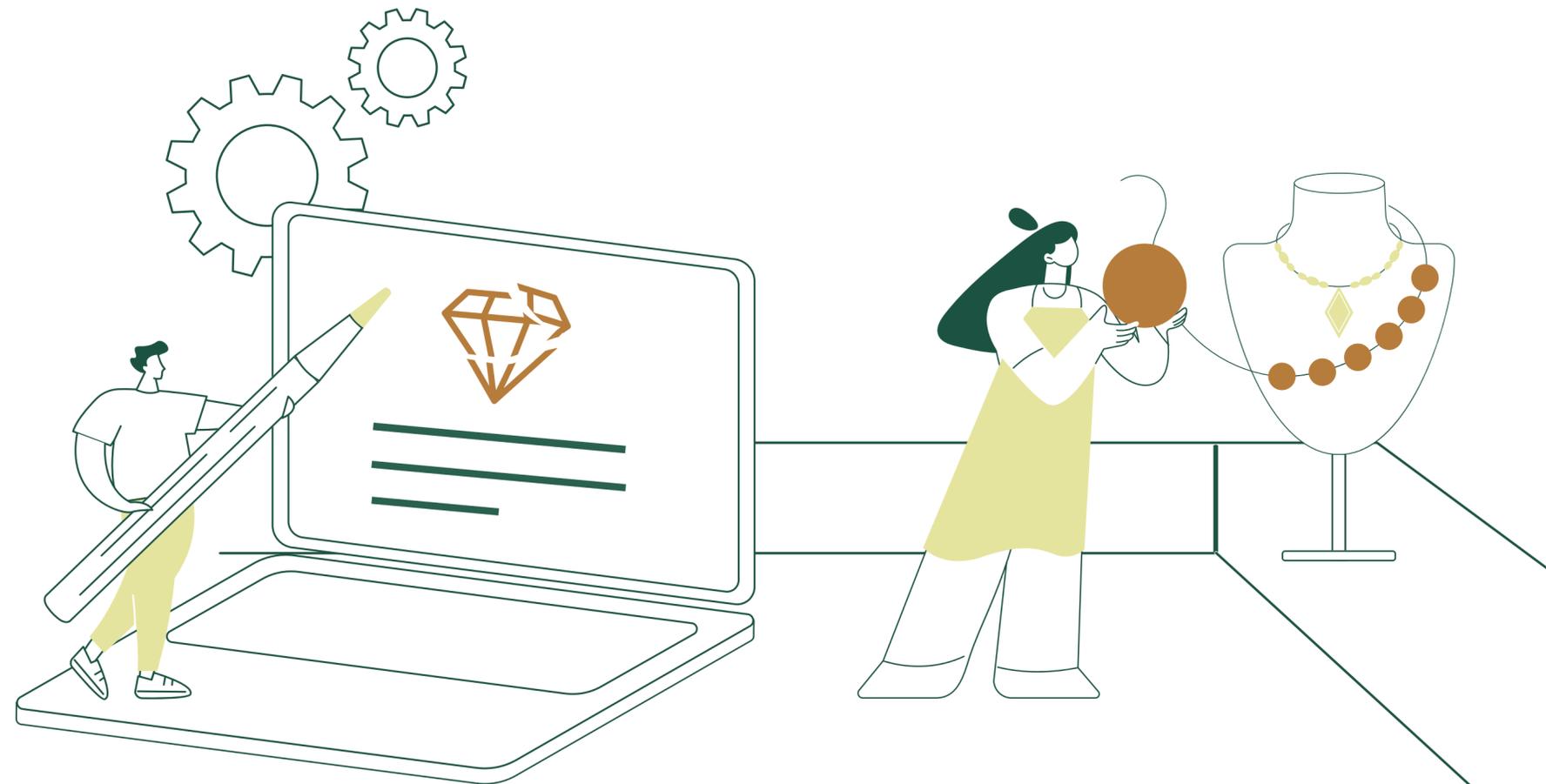
Since adopting Luxare, SST's repair volume has nearly doubled, and Luxare has aided them in keeping the operations under control.

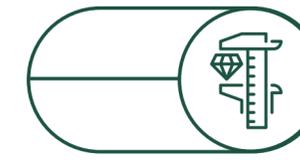
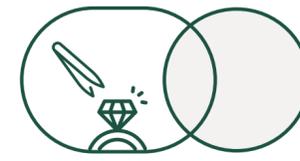


Average store response time to estimates has **dropped by nearly 40%**



**Daily automated reminders** help stores stay on top of pending approvals





## Here's What Stood Out:

01

**Client Portal:** Efficient two-way communication and full visibility for store teams

02

**Detailed Reporting:** Actionable insights across thousands of active repairs

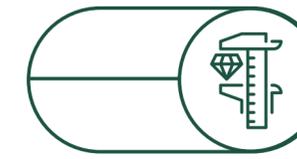
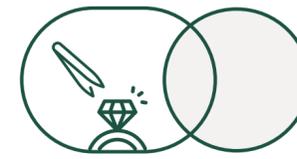
03

**Repair Tracking:** Every order stage is logged, searchable, and visible

“

“Customers like having visibility into the repair status in real time and outside operational hours. They love the ease of approving estimates through the portal.”

— SST team



## Communication That Works at Scale

With 1,000+ locations in the network, manual coordination was never going to scale.

Luxare's **Client Portal** changed that.

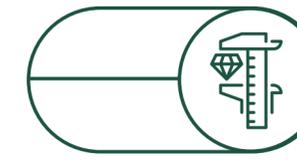
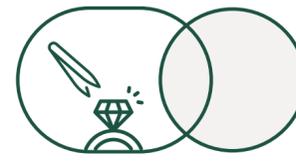
Now, store teams can **view updates, approve estimates, and track every repair**—without follow-up calls, emails, or delays.

“

“The Client Portal makes communication across hundreds of locations far easier.”

— SST team





## Scaling Smart with a Key Partner

As Signet looks to expand its repair footprint across the U.S., Luxare remains a **core technology partner**.

### The next goal?

A more powerful inventory module to match the scale and complexity of their operations.

“

“We consider Luxare a key partner in our continued success. Their flexibility, responsiveness, and understanding of how jewelry repair really works makes all the difference.”

— Signet Jewelers

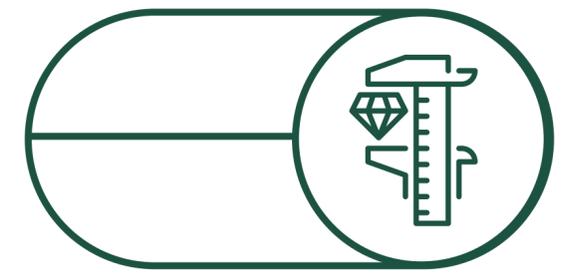
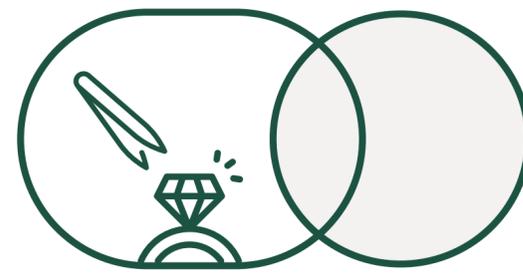
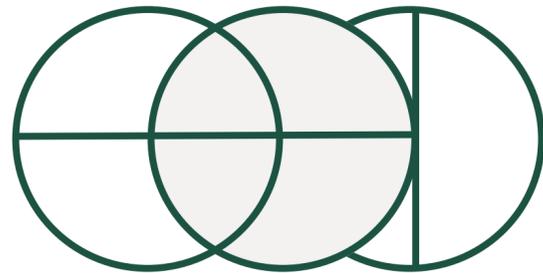


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