

Case Study: EastWise

EastWise (B2B-Asia) is a leading sourcing and procurement expert headquartered in Hong Kong with a diverse team of professionals strategically positioned across Asia, including Mainland China, Taiwan, Vietnam, Thailand, Singapore, Malaysia, India, as well as the UK and Tunisia. Established in 2006, for 19 years, EastWise has been making it easier for customers to buy and supply over 8,000 products across diverse categories including Industrial, HORECA (Hotels, Restaurants and Catering), Building, Electrical, Office, Home, Hobby and Leisure, and Animals and Pets.

As a regional authority in procurement solutions, EastWise has built its reputation on delivering exceptional quality assurance and transparent supplier management. Their commitment to maintaining rigorous standards while operating across multiple markets required a solution that could unify their quality management processes and provide real-time insights into supplier performance.



Industry

HORECA, Food, Office, Sports, Home, Industrial, Hobby & Leisure, Animals & Pets

Location

Asia / Africa / UK

Topo Module

Quality Management

Results with TOPO QUALITY MANAGEMENT



50%

Reduction

in report creation time since implementation



100%

Visibility

into supplier quality compliance status across all regions



100%

Time Saved

on filling up the inspection report



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Topo has significantly enhanced our quality management capabilities across our supplier network. The platform provides us with comprehensive visibility into our quality metrics and supplier quality compliance status in real-time, which has been invaluable. By standardizing our inspection processes and giving us actionable insights, Topo has enabled our team to not only respond to quality issues more efficiently but also to take a more preventative approach to quality management overall.

Cyrille Littler
CEO

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The Objective: Optimizing Quality Management Across Global Operations

Before implementing Topo, EastWise managed their quality processes through conventional business tools including spreadsheets, email correspondence, and manual documentation methods. While these tools served their basic needs, they created siloed approach for information sharing. EastWise recognized an opportunity to bring their quality management to the next level by implementing a more integrated, purpose-built solution that could connect their global teams and supplier network more seamlessly.

By implementing Topo's Quality Module EastWise focused on achieving primary objectives such as:

- **Comprehensive visibility:** Creating seamless visibility across quality processes making it easier to compare suppliers objectively using their performance data
- **Global standardization:** Establishing consistent inspection methodologies across diverse regional teams to ensure uniform quality assessment and cohesive operations
- **Operational efficiency:** Reducing administrative workload through streamlined documentation, elimination of redundant data entry, and accelerated report creation for faster decision-making
- **Enhanced communication:** Enabling effortless report sharing across teams, overcoming limitations of large excel files and preventing information loss
- **Accelerate reporting:** Speeding up report creation to enhance overall team productivity and reduce documentation time

The Solution: Transforming Quality Processes Through Connected Innovation

The implemented solution empowers EastWise to drive improvement in their quality management processes by:

- **Unified platform:** Providing a centralized system where internal users and over 100 suppliers collaborate directly on quality initiatives and conduct self-inspections
- **Integrated inspection:** Enabling efficient in-line and final inspections, quality checks directly within the Topo system
- **Simplified onboarding:** Efficiently onboarding supplier to create and submit their own final inspection reports while maintaining data integrity standards
- **Intelligent organization:** Automatically filtering and organizing hundreds of factories by vendor name, eliminating the need to search through a list of hundreds of facilities
- **Instant access:** Delivering real-time visibility of quality data with significant reduction in administrative documentation and data retrieval time
- **Automated notifications:** Optimized workflows to receive automated notifications and alerts for reports creation and status changes, keeping all stakeholders informed and ensuring timely responses
- **Corrective action plans:** Implementing action plans based on quality control findings, all within the same system to close the quality improvement loop

The transition to Topo was characterized by exceptional ease of adoption, with EastWise seeking to build upon their existing foundations by implementing a system that could better centralize quality data and provide more comprehensive visibility across their diverse operational regions. The platform's seamless integration of quality processes created a cohesive ecosystem that amplified EastWise's existing quality excellence



The Results and Benefits: Elevating Quality Management Performance

- **Enhanced collaboration:** Seamless coordination between inspection teams and suppliers. Teams across Hong Kong, China, Vietnam, and other regions now work on a unified platform, eliminating communication silos
- **Standardized processes:** Consistent quality procedures across all regional operations. Every inspection follows the same methodology regardless of location, ensuring uniform quality standards across EastWise's entire network. This standardization enables objective comparison of supplier performance across different markets using identical criteria
- **Improved accountability:** Transparent performance metrics for all suppliers. This transparency has fostered a culture of continuous improvement throughout the supply chain
- **Reduced email volume:** 50% decrease in report status and updates communications. The platform's automated notification system has cut email traffic in half, freeing teams to focus on value-added activities. Status updates, report completions, and approval requests are now handled systematically within Topo
- **Operational efficiency and cost optimization:** By enabling factories to perform self-inspections within the platform, Eastwise has built ownership and efficiency across the network. This collaborative model streamlines inspection workflows, reduces administrative dependencies and allows brands to optimize resource use leading to measurable long-term cost
- **Seamless offline capabilities:** Ability for suppliers and inspectors to work offline, saving reports locally and publishing to the Topo platform once back online
- **Customizable reporting solution:** Flexibility in customizing reports to meet specific business requirements
- **Accelerated adoption:** Intuitive, user-friendly interface minimizes training time and has encouraged more active engagement. EastWise also noticed a significant rise (20%) in supplier participation in quality improvement initiatives