

## VENDOR CHAOS TO CONTROL

# How Inhaven & Flxpoint Are Changing the Game for Vacation Rentals

Over the past decade, vacation rentals have exploded into a \$250 billion industry, making up nearly a third of all lodging. With this rapid growth comes a pressing need for more professional and efficient ways to manage procurement and fulfillment.

That's where Inhaven steps in. Founded by Ashley Ching, Inhaven is a B2B e-commerce platform supplying top-quality home furnishings to vacation rentals. By teaming up with Flxpoint, they've simplified operations, strengthened vendor relationships, and improved customer satisfaction.

HOME & FURNITURE

## Case Study

inhaven

[Read the case study →](#)



# Growing Pains in a Booming Market

“B2B commerce isn’t the same as B2C. Our clients need to make quick, confident decisions,” says Ashley Ching. Inhaven works with professional property managers overseeing anywhere from 20 to 1,200 homes. They needed a system that could handle complex inventory, provide real-time updates, and process orders smoothly.

Initially, Inhaven partnered with a dropship platform that promised a six to eight-week onboarding process. But things didn’t go as planned. “It actually took us about six months to onboard when they had said that it would take six to eight weeks,” Ashley remembers.

These delays caused big problems, like pushing back the website launch and racking up extra costs.

"We ended up switching to Flxpoint, and it has been a much smoother process. Where it took us six months to get onboarded with the other company, we were up and running in a week or two with Flxpoint."

## Switching to Flxpoint for a Better Experience

Faced with these issues, Inhaven’s CTO suggested they try Flxpoint, a more efficient and affordable option. Known for its robust automation and easy integrations, Flxpoint turned out to be exactly what Inhaven needed.



# Switching 50 Vendors in Just Two Weeks

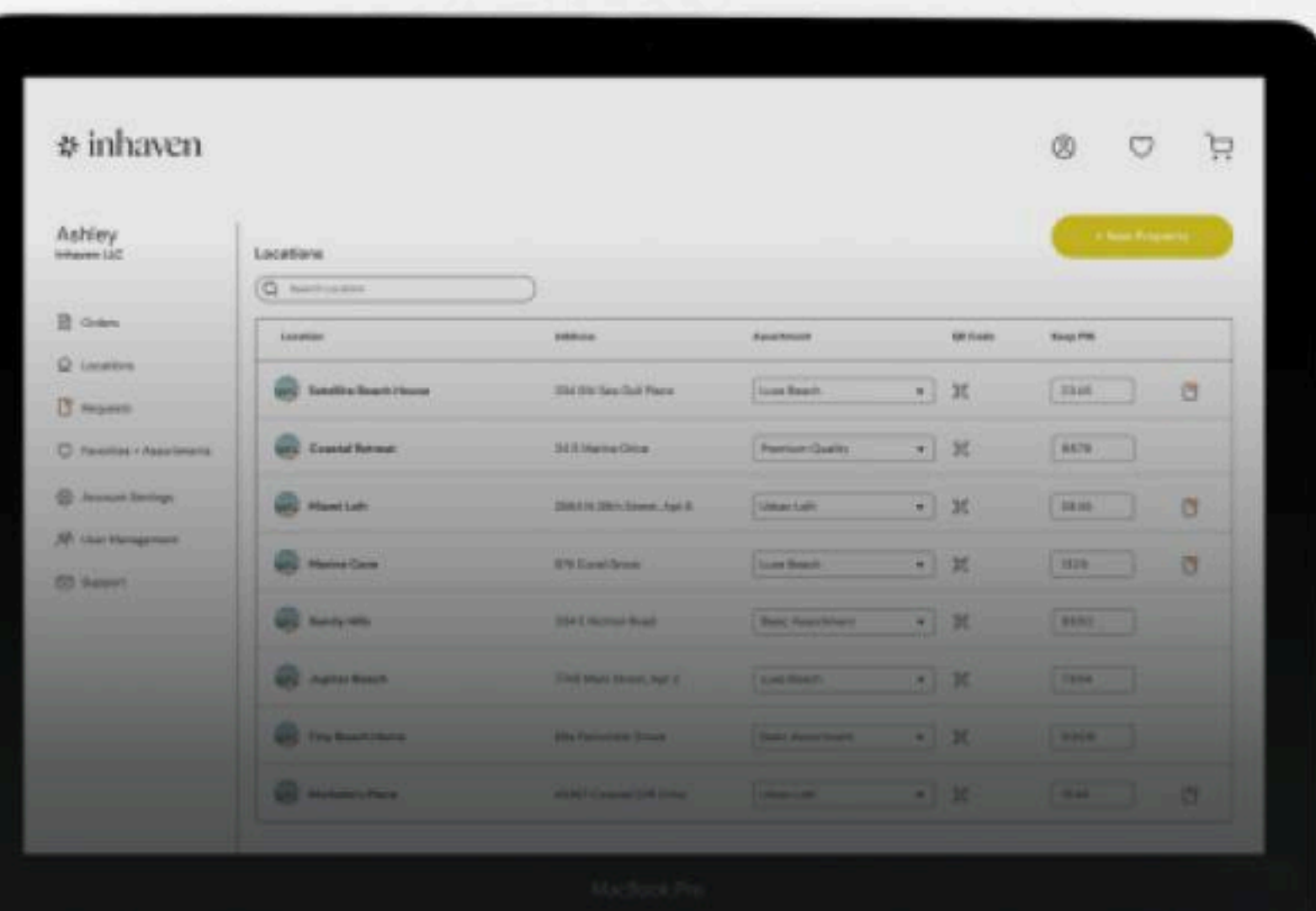
Leading the changeover to Flxpoint was Inhaven's Head of Merchandising, Niki Antonelli. Even though they started the switch just before Christmas, everything went smoothly and quickly.

Inhaven moved 50 vendors to Flxpoint in less than two weeks, cutting down onboarding time and saving money. Want to follow in their footsteps? [Book a demo](#) tailored to your business today.

## Happier Vendors and Customers

Switching to Flxpoint didn't just make things better inside Inhaven; it also made vendors and customers happier. "Our vendors reached out after we integrated with Flxpoint, saying, 'This is so much easier to use. The team is just so helpful,'" Ashley shares.

Niki adds, "Some vendors were already familiar with Flxpoint. When I told them we're now using Flxpoint for integration, they said, '**That's amazing. We love Flxpoint.**'"



"We actually kicked off the move from our previous provider a week before Christmas. **Thanks to the support team and your customer success team, we finished the transition in just under two weeks.**"



One vendor even mentioned the speed of integration: “We did an EDI integration in a day... He’s been in the industry for 30 years. He said, ‘I’ve never seen such great support in my 30-year career.’”

#### **Vendor Feedback Highlights:**

- **Easy to Use:** Vendors found Flxpoint simpler than other platforms.
- **Great Support:** Quick responses and hands-on help made integrations faster.
- **Better Relationships:** Happier vendors strengthened Inhaven’s supply chain.

## **Making Things Work Better with Flxpoint's Features**

Flxpoint’s features have helped Inhaven run more smoothly and offer customers a better experience.

### **Up-to-Date Inventory**

“It’s really important that our product information is correct, that we have visibility into inventory,” Ashley emphasizes. Flxpoint’s robust inventory management lets Inhaven show accurate stock levels to customers, helping them make quick and confident purchases.

### **Multi-Shipping Made Easy**

Since Inhaven’s clients often manage many properties in different places, they need to handle orders going to multiple locations.

“In Flxpoint, they were able to accommodate and build the functionality, so when orders are coming through, we have that multi-ship functionality,” Niki explains.



## Easy Integrations

Flxpoint's flexibility allowed Inhaven to connect with various vendors using different methods like EDI, API, and built-in connectors to platforms like Shopify and BigCommerce. This made onboarding new suppliers easier and expanded Inhaven's network.

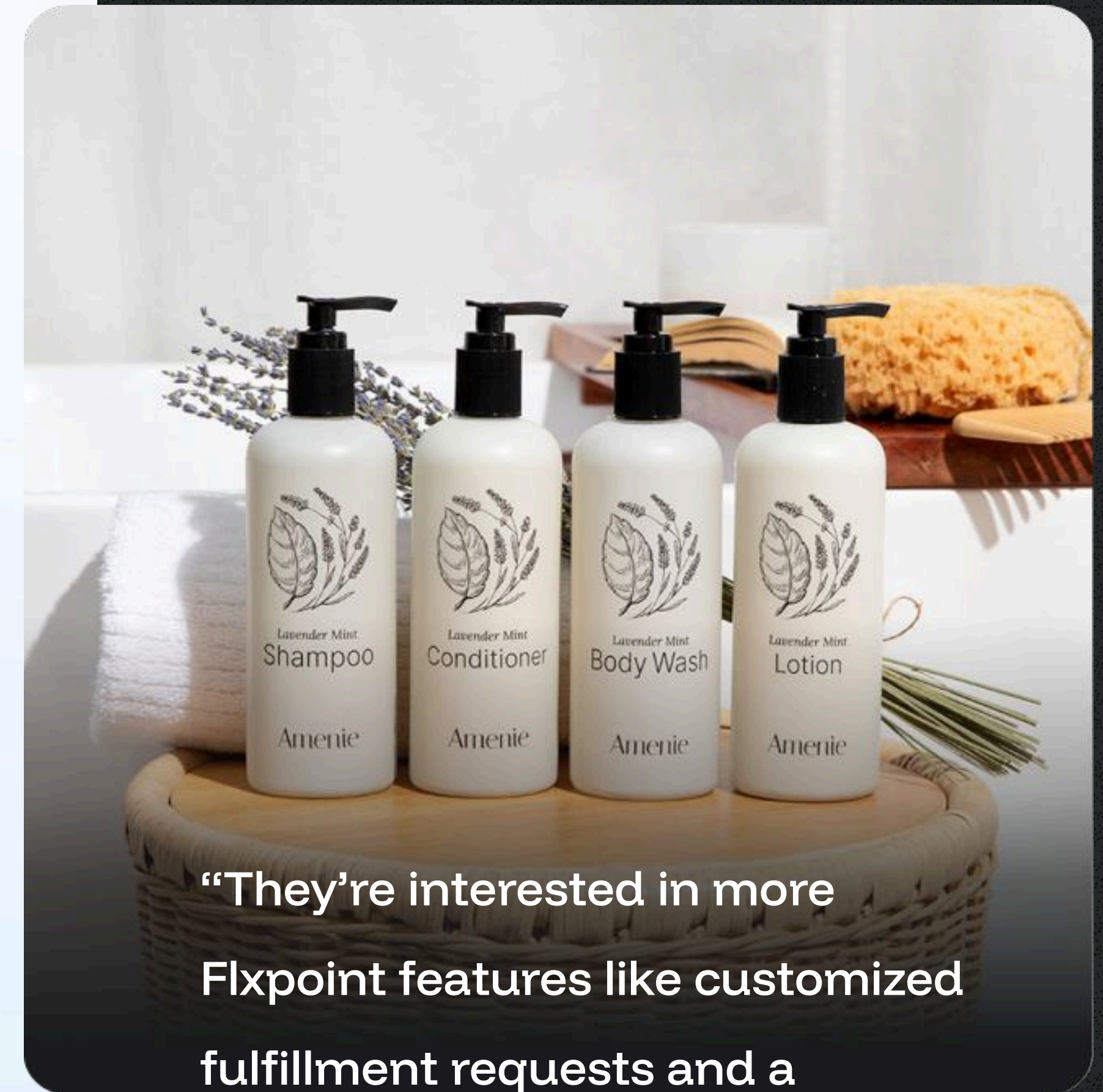
### Key Benefits:

- **Faster Onboarding:** Reduced from six months to two weeks.
- **Better Order Accuracy:** Improved data syncing reduces mistakes.
- **More Efficient Operations:** Automation frees up time to focus on customers.

## Keeping Up the Momentum

Inhaven isn't stopping here. They're focused on enhancing their platform and services even further. "We're developing a lot of tools that help our customers better forecast, better plan, and spend for the year so that they can maintain those properties efficiently," Ashley says.

Niki adds, "Some vendors were already familiar with Flxpoint. When I told them we're now using Flxpoint for integration, they said, 'That's amazing. We love Flxpoint'."



**"They're interested in more Flxpoint features like customized fulfillment requests and a centralized product catalog with inventory levels."**



## The Need for Professional Procurement

As the vacation rental industry continues to grow, professional procurement solutions are more important than ever.

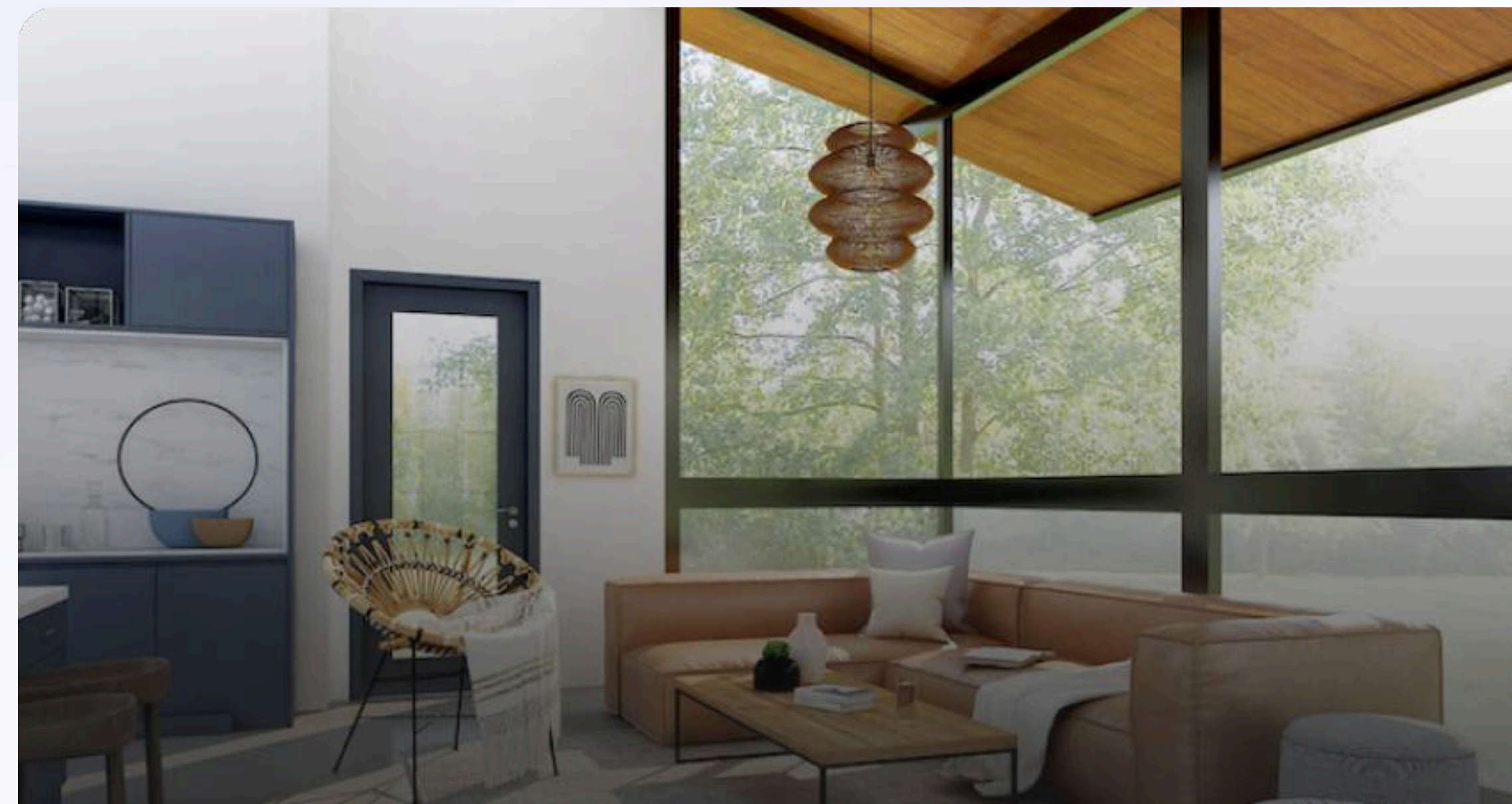
“Now it’s time to professionalize,” Ashley asserts. “This is no longer a small industry. It’s a \$250 billion industry, and they need to have a professional supply chain.” By teaming up with Flxpoint and offering a platform that streamlines procurement and inventory management, Inhaven is leading the way.

## Building Strong Partnerships & Moving the Industry Forward

Inhaven’s collaboration with Flxpoint has been key in transforming operations and increasing the value they provide to vendors and customers.

“We just want to thank you guys... for being such awesome partners and for making us believe that a dropship platform can work for Inhaven,” Ashley says. “It’s just been such a breath of fresh air working with you guys.”

By leveraging Flxpoint’s powerful platform, Inhaven has not only solved past challenges but also set the stage for future growth and innovation in the vacation rental industry.





# The Road Ahead: Scaling Smart with the Right Tech Partner

With Flxpoint powering their backend operations, InHaven has built a solid foundation to scale efficiently and confidently. By automating vendor onboarding, product syncing, and order routing, they've eliminated the bottlenecks that held them back and created space to focus on growth and strategy.


What once required constant oversight now runs in the background—giving their team the freedom to innovate, expand their catalog, and deliver a better customer experience. For brands ready to simplify complexity and unlock scalable operations, InHaven's journey shows exactly what's possible with the right automation partner.



Meet Flxpoint

Multi-Vendor Marketplace Software

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