

Achieving Scalable Growth Across 35+ Marketplaces with Descartes Sellercloud



Jem Global is a New Jersey-based electronics company specializing in digital lifestyle accessories. Founded in 1999, the company manages a diverse portfolio of products across categories including power cables, lighting, smart home, mobile and car accessories, and personal care items. With more than 130 employees globally and thousands of SKUs sold across dozens of ecommerce platforms, Jem Global operates at a significant scale. To support continued growth, Jem Global turned to Descartes Sellercloud™.

"Since Descartes Sellercloud, our business really increased 5x every year."

Moses Chemtob

Ecommerce Director, Jem Global

Company Profile

Jem Global

Descartes Solution

Descartes Sellercloud™

About the Client

Jem Global is a multi-brand electronics company focused on digital lifestyle accessories. The company sells thousands of SKUs across more than 35 ecommerce platforms and continues to expand its direct-to-consumer presence.

For more information, please visit <https://jemglobal.com/>

Quick Overview

Challenge

Managing high-volume, multi-channel ecommerce operations with manual processes and limited inventory visibility.

Solution

Centralized inventory, order, and warehouse operations using Descartes Sellercloud and its Skustack module to automate workflows and improve accuracy.

Results

- Sustained 5x Annual Growth
- Saved 4+ Hours Daily
- 50K Orders Fulfilled in 24 Hours
- Expanded to 35+ Marketplaces, No New Hires Needed

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Challenge: Scaling High-Volume Ecommerce Without Operational Risk

Jem Global's expansion across more than 35 online marketplaces introduced new operational demands. Inventory had to remain accurate across channels, orders needed to be fulfilled quickly, and tracking information had to be transmitted reliably to each marketplace. The existing setup could no longer support the scale Jem Global was reaching without increasing risk and operational overhead.

Solution: Centralized Control with Descartes Sellercloud

To address these challenges, Jem Global consolidated its ecommerce operations on Descartes Sellercloud. The platform now serves as a single system of record for inventory, orders, and fulfillment across all marketplaces.

By automating previously manual workflows, Jem Global reduced operational friction and improved consistency across channels. The addition of Descartes Sellercloud's Skustack module enabled location-level inventory visibility, supporting faster picking and more accurate fulfillment within warehouse operations.

This unified approach allowed the company to maintain control as volume increased—without adding unnecessary complexity or headcount

Results:



Sustained 5x Annual Growth

With Descartes Sellercloud supporting its ecommerce operations, Jem Global achieved consistent, year-over-year growth while expanding across multiple sales channels.



Saved 4+ Hours Daily

Automation reduced daily manual processing by more than four hours, allowing teams to shift focus from repetitive tasks to higher-value operational and growth initiatives.



50K Orders Fulfilled in 24 Hours

Jem Global successfully executed major fulfillment events, processing up to 50,000 orders in a single day without delays or disruptions.



Expanded to 35+ Marketplaces

With a centralized system in place, Jem Global grew across 35+ ecommerce platforms without adding headcount or sacrificing inventory accuracy and fulfillment reliability.