

E-COMMERCE RETAIL

Catching short-ships before the customer does, for an online supplement retailer

The retailer buys just in time from distributors, so some orders cannot be filled and customers find out late. Wexa built two agents that check stock across the retailer's shelf and distributor DCs, and offer an equivalent product before the customer has to ask.

2

agent flows: stock check and substitution

13

ERP tables integrated with the storefront

100%

of outbound customer emails approval-gated

0

disease claims: regulatory wording guardrail

CLIENT

US online nutritional-supplement retailer (just-in-time from distributors)

REGION

US

WHEN

2026

ENGAGEMENT

Solution build

WEXA COMPONENTS

Wexa SDK · e-commerce and ERP connectors · context graph · 2 agent flows · approval gate

The challenge

- Distributor short-ships discovered by the customer
- Substitutions decided by hand, product by product
- Supplement marketing rules on what an email may claim

What Wexa built

- ✓ Storefront order → ERP → stock-check agent across own shelf and distributor DCs, using fill-rate history
- ✓ Substitution agent: same primary ingredient, comparable dose, ships today, never costs more
- ✓ Customer offer page: swap, wait or cancel; ERP and storefront updated
- ✓ Compliance guardrail blocks disease claims and appends the required disclaimer
- ✓ Multi-tenant: each Wexa project is its own store; deployed on Kubernetes

How it runs on Wexa

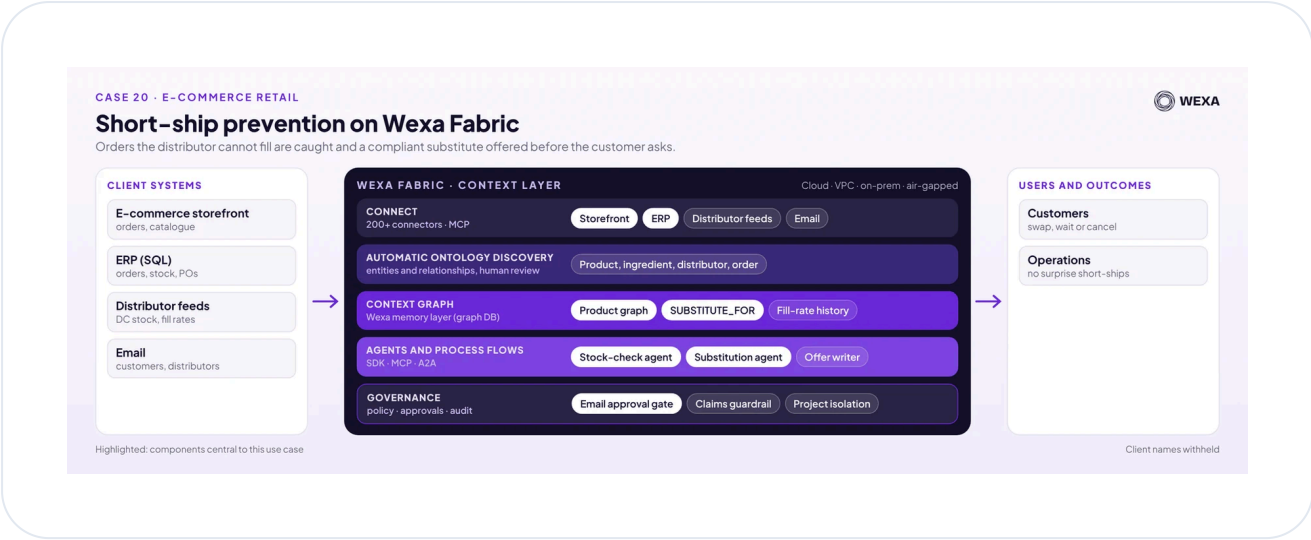


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Short-shipped orders lost or handled by hand each month	600 orders, 1 FTE	240 orders, automated
Annual cost of the process	\$351K	\$131K
Time to implement the AI solution	4 months	4 weeks
AI build cost (one-time)	\$192K	\$15K
AI operating cost per year (models, infrastructure, upkeep, platform)	\$141K	\$69K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Total AI cost in year 1	\$333K	\$84K

WITH WEXA

\$151K

net annual value to the client after Wexa's
own operating cost

4x

faster to implement

51%

lower AI operating cost

\$249K

less AI spend in year 1