dashlytix

Residentia Group Case Study

September 2026



RESIDENTIAGROUP

Residentia Group reduced inventory by 53% while strengthening commercial performance

How Dashlytix helped an Australian appliance distributor build connected operational intelligence, and develop it into a capability for more focused investigation and action.

Business outcomes

Inventory Value	Acceleration	Revenue	Gross Profit
53% ▼	57% ▲	13% ▲	31% ▲

The challenge: understanding the decisions behind the stock

For Residentia Group, inventory decisions affect the whole business. Purchasing determines product availability, but also how much stock the business must hold, store and manage. Slow-moving products create exposure; incoming orders can compound it.

Managing those trade-offs requires more than a stock balance. People need to understand what is selling, what is ageing, what is already on order and how forecast demand compares with available supply. They also need visibility into the logistics and service costs affecting commercial performance.

When Dashlytix's engagement began in November 2022, Residentia's information was spread across systems. The business needed a connected operational view so its people could identify improvement opportunities and establish a clearer basis for action.

The solution: a capability built around operational decisions

The engagement began with logistics invoice validation and inventory reporting. Dashlytix connected the relevant data and developed analysis around practical questions: were logistics charges correct, where was stock accumulating, and how were products performing?

That visibility supported a broader operational efficiency initiative led by Residentia's team. As the relationship developed, the capability expanded across purchasing, sales, finance and service.

Dashlytix worked with Residentia to establish shared business definitions and reporting logic, making information from different systems useful together. Buying requirements could be considered alongside stock movement, while product performance could be assessed with visibility into the costs affecting its contribution.

The capability supported decisions across the business:

- **Identify inventory exposure**
  Assess holdings, ageing and movement by product and warehouse, helping the team focus attention on areas requiring investigation.
- **Review purchasing requirements**
  Bring existing inventory, incoming supply and forecast demand together to evaluate buying needs and potential overstock.
- **Investigate operational costs**
  Check logistics invoices against agreed charges and examine freight, storage and handling costs.
- **Understand commercial performance**
  Explore sales, product contribution and low-margin orders alongside operational information.

Dashlytix also took responsibility for operating and maintaining the underlying data environment. Reporting, definitions and analysis continued to develop with Residentia's needs, providing an ongoing capability to support its improvement programme.

Making investigation easier and action more focused

Residentia's inventory journey was not a straight-line decline. Stock increased during the earlier part of the engagement, reached a peak in July 2024, then reduced substantially through 2025 before rebuilding into early 2026.

The connected reporting and purchasing analysis gave the team a clearer view of that changing position and the decisions requiring attention.

Dash's introduction in February 2026 extended the same foundation. Alongside established reports and planning tools, people could ask questions in plain English, investigate particular products or warehouses and explore follow-ups.

An overall stock position could become the starting point for a deeper investigation into ageing, movement or incoming supply. This made it easier for Residentia to sharpen its inventory focus and move from a question towards an operational decision.

Dash enhanced the wider solution: connected data established visibility, reporting and planning supported operational review, and conversational analysis made further investigation more accessible.

The outcome: less inventory and stronger commercial performance

By September 2026, Residentia's operating-warehouse inventory book value was **approximately 53% below December 2022**, the earliest available snapshot following the engagement's November start. It was also **73% below the subsequent July 2024 peak**.

The pace of reduction accelerated in the later stage of the engagement. Over February–September 2026, following Dash's introduction, the average monthly net reduction in inventory book value was **57% faster than over August 2024–January 2026**.

The wider business recorded stronger annual commercial performance. In the year ending September 2026, **reported revenue grew 13%** and **reported gross profit grew 31% compared with the preceding year**.

Residentia's people led the operational decisions and execution. Dashlytix provided the connected intelligence and ongoing support that helped them pursue improvement, from making the opportunity visible to investigating it more easily and acting with greater focus.

In their words

"*We've worked with the Dashlytix team across a number of areas of our business, from our Tableau reporting and integrations with MYOB and Netstock, through to the development of Dash, our WhatsApp-based AI agent, and now the next evolution of the platform with Dash 2.0.*

They are genuinely one of the best technology partners we've worked with.

What sets the team apart is their attitude. They are incredibly responsive, energetic and solutions-focused. Whenever we come to them with a problem or an idea, their first response is always to work out how we can make it happen. They understand our business, they move quickly, and they are never afraid to put in the extra effort or work outside normal hours when something needs to get done.

They've helped us take data sitting across multiple systems and turn it into information that is genuinely useful and accessible to our team, and they continue to push what we can do with AI and automation.

Just as importantly, they are commercially sensible and extremely reasonable in what they charge for the level of service and capability they provide.

Dashlytix feels much more like an extension of our own team than an external technology provider. I couldn't recommend them more highly."

Matthew Evans, Managing Director
Residentia Group

An intelligence partnership built around the business

Since November 2022, the engagement has grown from specific operational reporting needs into a managed intelligence capability spanning connected data, business context, reporting and accessible analysis.

Residentia gained lower inventory holdings and a lasting capability for understanding its operations. Dashlytix continues to operate and refine that capability alongside the team, helping people investigate what matters and make better-informed decisions.

Talk to Dashlytix about turning operational visibility into business improvement.