

# Case Study

## LUXCLUSIF

How Luxclusif Achieved 81% Cost Savings and 93% Employee Retention with an Outsourced End-to-End HR Solution



**Brought to you by:**

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Humanizing Growth

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# Who is Luxclusif?

Luxclusif is a leading B2B luxury resale provider that specializes in the acquisition, authentication, and resale of high-end pre-owned fashion. Headquartered in Portugal, the company connects brands, retailers, and e-commerce platforms through a seamless resale ecosystem powered by advanced logistics and data-driven solutions.

In 2021, Luxclusif was acquired by FARFETCH Group, further solidifying its role in the global luxury resale market. It also powers the Farfetch Second Life program, promoting sustainability by extending the life cycle of luxury items.

The core services of Luxclusif are:

- Item Curation & Authentication
- End-to-End Resale Solutions
- Quality Control

Location

**Portugal**

Industry

**Luxury Resale**

Portfolio

**Trusted by global luxury brands,  
retailers, and e-commerce platforms**

Year Established

**2013**



## The Challenges

### Finding an HR and Operations Partner Under Bootstrapping Constraints

- **Bootstrapping\* Growth While Keeping Costs Low**

As a startup, Luxclusif operated under a bootstrapping model, meaning they needed to grow while keeping costs low. Hiring and managing an in-house team in a high-cost labor market was unsustainable, prompting them to explore offshore solutions.

- **Finding a Scalable HR and Operations Partner**

Luxclusif needed a trusted partner to establish and manage a remote team in the Philippines while ensuring compliance with local labor laws, payroll, and employee retention.

\*Bootstrapping in business refers to launching and growing a company using only available resources, such as personal savings or minimal infrastructure, without relying on external funding.







## The Solutions

### End-to-End HR Management Solution

- **Full HR and Payroll Management with Penbrothers**

Penbrothers provided an end-to-end HR solution, handling talent acquisition, payroll, compliance, and employee benefits. This allowed Luxclusif to scale its workforce efficiently without the complexities of setting up local HR operations.

- **Consultative Talent Acquisition and Onboarding**

Penbrothers took a consultative approach to hiring, working closely with Luxclusif to understand their unique workforce needs. Luxclusif only needed to share their role requirements, assess shortlisted candidates, and onboard employees effortlessly.

- **Retention and Employee Engagement with Hypercare Support**

To ensure talent longevity, Penbrothers boosted retention through engagement programs, structured strategies, and 90-Day Hypercare, ensuring smooth integration, role clarity, and performance alignment.





## The Results

### 81% Cost Savings with an Outsourced End-to-End HR Solution

- **81% Savings Per Role**

By offshoring with Penbrothers, Luxclusif achieved an average of 81% savings per role, significantly reducing operational costs while maintaining high-quality talent.

- **93% Employee Retention and Improved Engagement**

With Penbrothers handling HR functions, Luxclusif not only expanded its workforce but also strengthened employee retention, achieving a retention rate of 93%. This ensured long-term stability, higher productivity, and a strong company culture.

- **Successful Acquisition by FARFETCH Group**

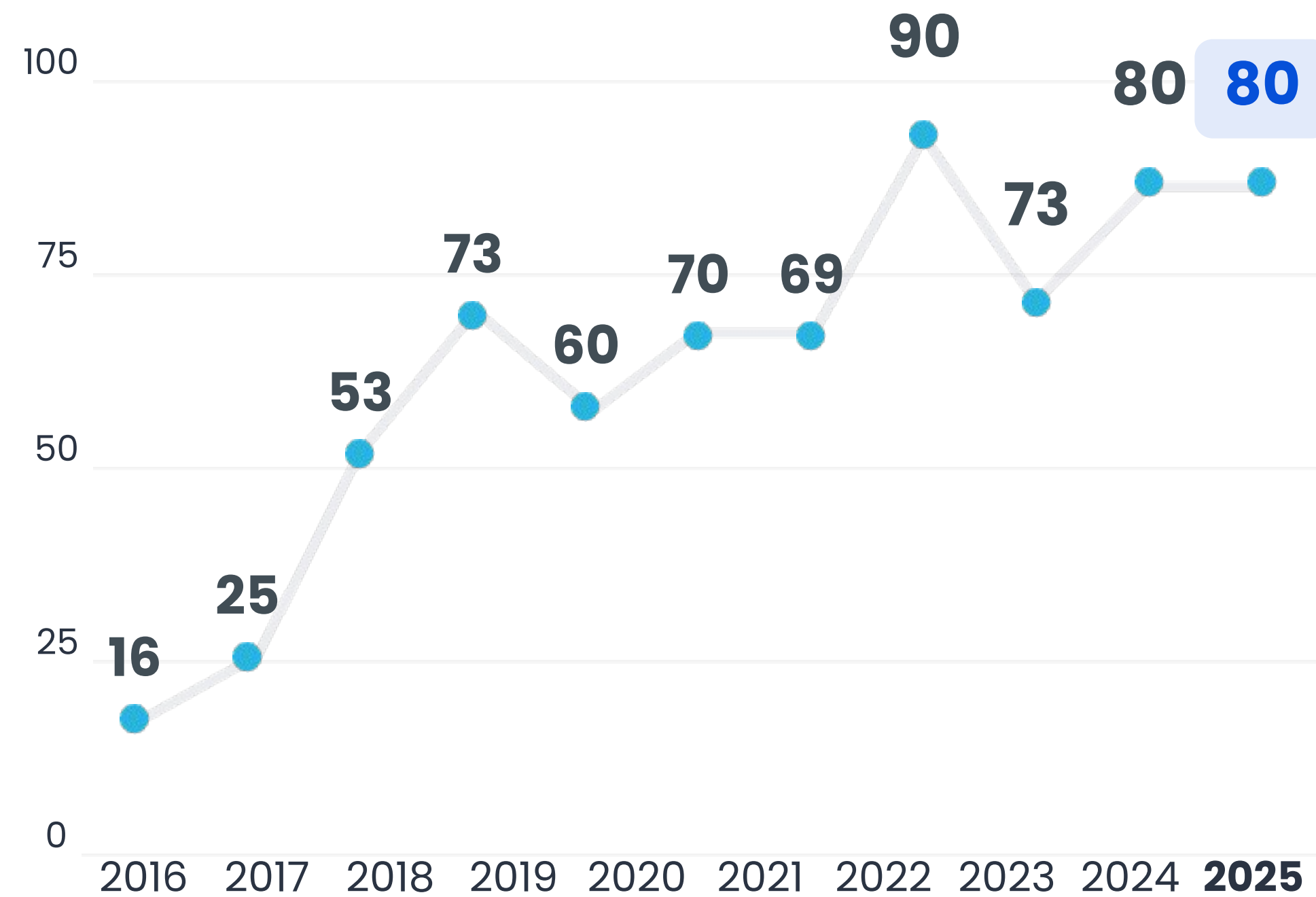
Due to its optimized operational model and strong financial performance, Luxclusif was acquired by FARFETCH in 2021, positioning it as a global leader in the pre-owned luxury market.



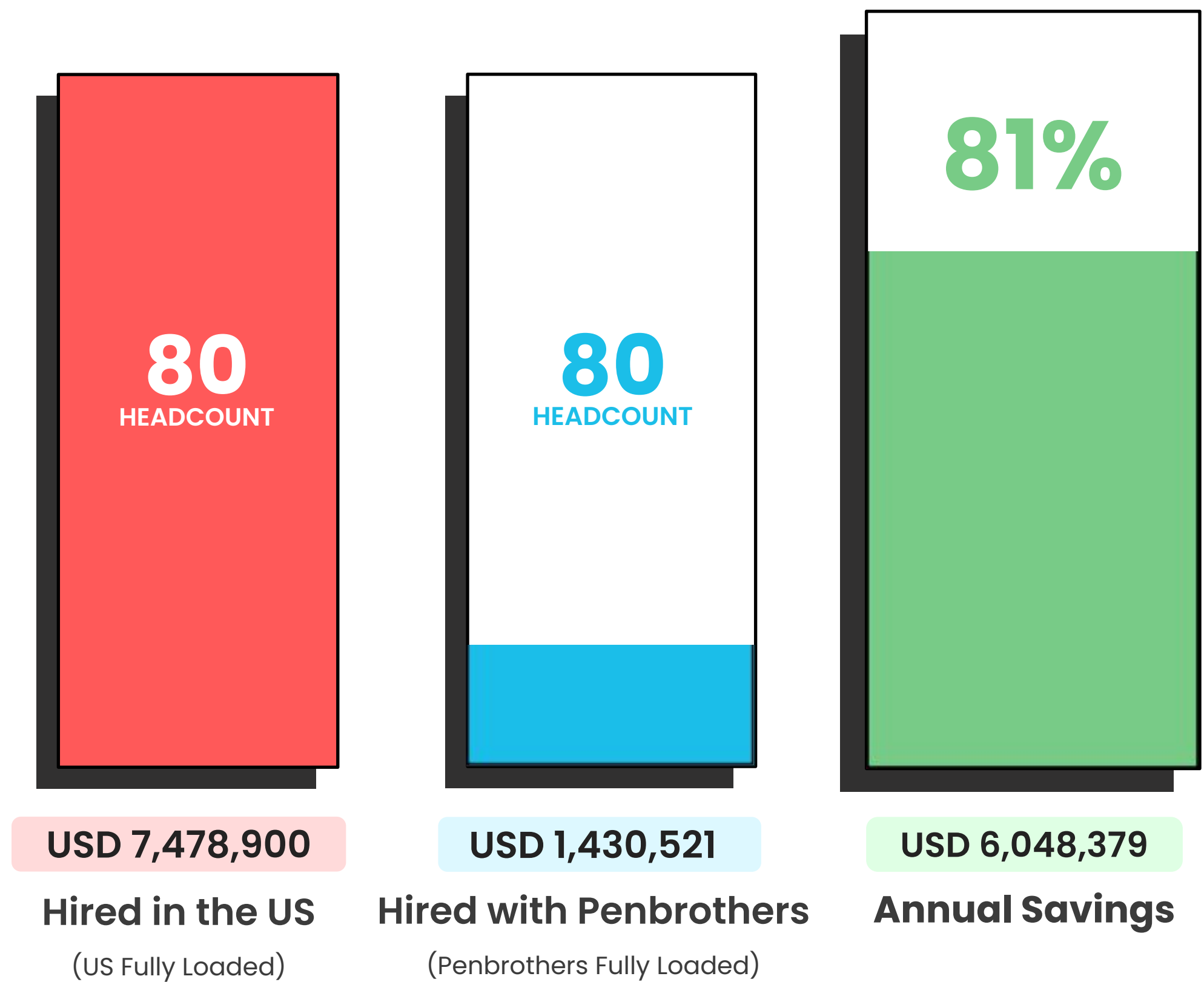


## The Analytics

### Headcount Growth



### 2025 Salary Cost Savings





## Testimonials

"We cannot imagine our success without Penbrothers. They have been our trusted partner every step of the way. Thanks to their support, we achieved profitability and were ultimately acquired by FARFETCH. We couldn't have done it without the team Penbrothers built for us in the Philippines."



**Ashley Flores**

Head of Sales & Strategy, Luxclusif



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**Talk to Us**

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