

Ending the Frustration of Order Tracking Overnight



Executive Summary

For Protime Sports, every order of custom apparel is unique. However, managing hundreds of customer orders each week was a time-consuming and incredibly frustrating task for their team. After a decade of blindly searching for orders every day, the Protime team was initially skeptical that their frustrations could be solved so easily. In just a day, Xemelgo's Order tracking solution was implemented. The location of every work order is now automatically tracked, and any order in their facility can be easily located. Xemelgo not only saves the Protime team hours of searching every day, but also reduces stress and boosts their already great customer service.

Challenges

Managing hundreds of custom orders each week without an automated tracking system placed significant strain on Protime's team and resources.

- **Strained employee mental health** from the never-ending and frustrating task of locating individual orders in Protime's 64,000 sq-ft production facility.
- **Hours of wasted time spent hunting for orders** with occasional waste when lost orders needed to be reprinted to satisfy customer demand.
- **Lack of visibility during the production process** for both the Protime team and their customers with status updated only after orders were complete.

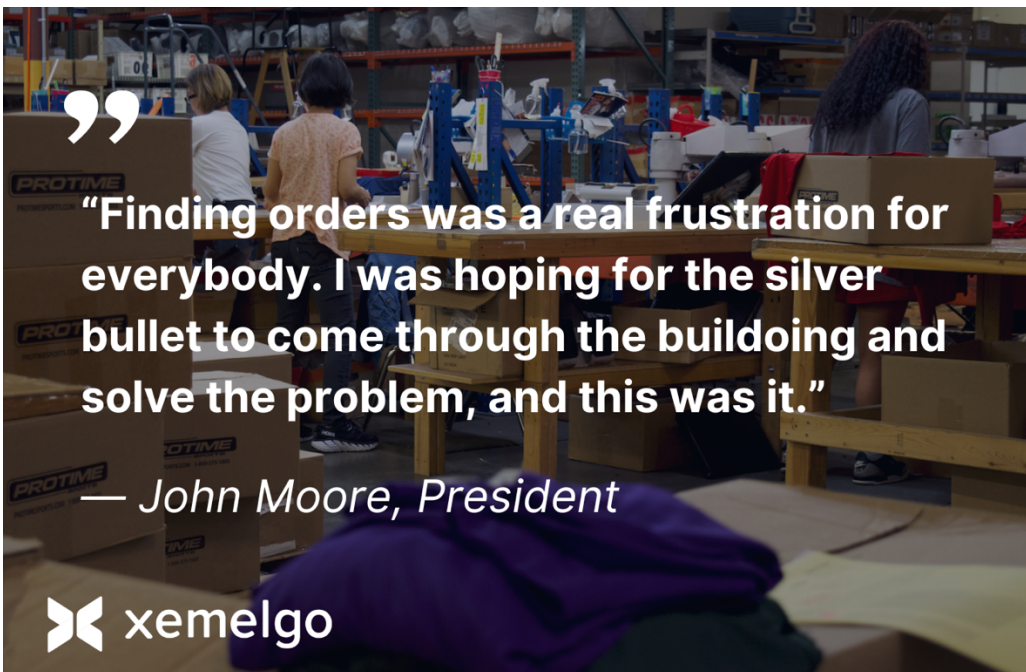
RFID ORDER TRACKING

About Protime Sports



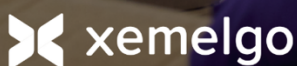
Founded in 2007, Protime Sports is a Seattle-based factory-direct supplier of custom sports uniforms. Housed in a 65,000 square foot facility, Protime accommodates rush orders thanks to their on-site inventory of popular styles, and custom decorating, cutting, and sewing operations which provides complete product quality control.

Serving baseball, soccer, basketball, and other organizations nationwide, Protime Sports strives to deliver their top-quality custom apparel to customers on-time with the best customer service in the industry.



“Finding orders was a real frustration for everybody. I was hoping for the silver bullet to come through the building and solve the problem, and this was it.”

— John Moore, President



Solution

Prottime Sports implemented Xemelgo's real-time RFID tracking solution that transformed their order management by enabling instant location visibility and streamlined workflows. Key aspects of the solution include:

- **Automatic tracking of 175+ weekly orders** using RFID readers deployed to key zones through the production facility.
- **Real-time visibility into customer order status and location** in Xemelgo's cloud-based Order tracking solution.
- **RFID enables users to easily locate jobs anywhere** on the production floor using "Search-and-Find" and Xemelgo's mobile app.
- **Seamless integration with Prottime's ERP system** to automatically print and associate RFID labels to work orders and mark them complete.

Results

Improved Employee Well-Being

Eliminated the frustrating task of hunting for work orders around the facility.

8+ Hours of Daily Time Savings

Eliminated both manual searching of orders by production and support staff and the occasional waste from reprinting lost orders.

Elevated Customer Experience

Real-time visibility into order location empowers the Prottime team to keep their customers informed.

Conclusion

By adopting Xemelgo's real-time order tracking solution, Prottime Sports has streamlined its order management process, enhanced efficiency and employee well-being while delivering superior customer service. With automated order visibility, Prottime can now focus on growth and continue to set industry standards for reliability and quality. The success of this partnership highlights the transformative impact of innovative technology on operation challenges in the retail sector.

About Xemelgo on AWS

Xemelgo is at the forefront of retail innovation, offering cutting-edge solutions that streamline in-store and supply chain operations. Our advanced, user-friendly RFID and IoT technologies provide real-time visibility and efficiency, enhancing inventory management and customer satisfaction. Together, Xemelgo and AWS deliver scalable, secure, and cost-effective solutions tailored to the modern retailer. With Xemelgo on AWS, you can optimize your inventory from source to store, ensuring seamless operations and superior customer experiences.

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