



"Orbi Pro gave us the fuller coverage we needed. I plugged it in and Orbi Pro linked straight to the extra satellite. And, we haven't even had to reboot it yet."

William Lewis, Creative Mailing Services

Company name:
Creative Mailing Services

Company size:
20 employees, 55,000 sq.ft.

Industry:
Warehouse

Geographic region:
Shelton, Connecticut

Creative Mailing Services say Bye Bye to Bad Wi-Fi.

BACKGROUND

With a 55,000 square foot warehouse and only 20 employees, Creative Mailing Services doesn't see much downtime. William's team works hard to make sure their clients' mail and marketing fulfillment orders are done right and on time.

To do that, the team has to stay constantly connected to inventory updates, new orders, and logistics information.

PROBLEM/OBJECTIVE

The Creative Mailing Services thrives off efficiency. Their process needs to be seamless and shipments must be ready when their clients need them. Their old WiFi system was just getting in the way.

With such a big area, they felt it impossible to find a router that had their employees covered from every corner of their warehouse.

"I used to be a network engineer, so I'm always on blogs and in chat rooms checking out the newest business technology."

So, they decided to try Orbi Pro.

SOLUTION

NETGEAR worked with Creative Mailing Services to replace their older router with an Orbi Pro Tri-Band Business WiFi System (SRK60) AC3000 plus he added an additional indoor satellite. This now covers their entire area which allows them to handle business effectively.

William had the router and the additional satellite up in running in just 10 minutes.

"The setup was really fast and easy. The app prompted you through the questions and I was worried it wouldn't set up in the right mode and I'd have to do it manually, but Orbi Pro did it automatically."

RESULTS

Successful mailing and fulfillment is all in the timing. You can't deliver on time if your coverage drops causing disorganized processes and lack of communication.

Orbi Pro has their entire warehouse covered so their business can run smoothly. William says it's definitely helping their day-to-day, and they now feel ready to introduce hand-held scanners into the mix to help increase efficiency.

"The coverage is the best. This will be a huge help when we set up our scanners so our employees can pick and pack rather than manually finding orders."

As a previous network engineer, William is happy the Orbi Pro lives up to its online expectation. With the coverage they need, operations are running more efficient than ever, and Creative Mailing Services is confident they'll satisfy current customer needs and even increase satisfaction down the road.

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