



INDUSTRY: Apparel & Retail

WEBSITE: protimesports.com

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.

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“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

Ending the Frustration of Order Tracking Overnight

OVERVIEW

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 Work-In-Process 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 everyday, but also reduces stress and boosts their already great customer service.

CHALLENGES

- **Strained employee mental health** from the never-ending and frustrating task of locating individual orders in Protime's 64,000 st-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.

SOLUTION

- **Automatic tracking of 175+ weekly production work 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 Work-In-Process 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 Protime'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 manual searching for orders by production and support staff plus occasional waste from reprinting lost orders.

Elevated Customer Service

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

