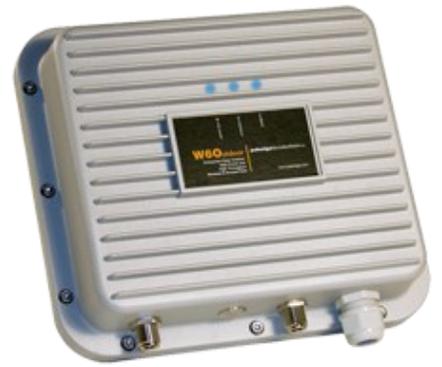


## OzLINK Customer Success Story

### Pakedge Device & Software, Inc.

#### Pakedge Connects Fulfillment with OzLINK



#### At a Glance:

Pakedge Device & Software creates innovative networking products for people who demand performance, features, and reliability. Pakedge started out in the garage of its founders, who boot-strapped the company and avoided the pitfalls of investor backing. Their experienced team navigated the start-up route and Pakedge has been growing with extreme success. As part of this growth, they streamlined their fulfillment, extending Microsoft Dynamics GP with OzLINK.

**Industry:** High Technology  
**Oz Solutions:** OzLINK Shipping  
**Applications:** Microsoft Dynamics GP  
**Key Benefits:**

- Increased capacity to manage fulfillments by 90%
- Cut back on shipping and fulfillment errors, saving up to \$30,000 a year
- Eliminated duplicate customer databases, saving time and removing errors and maintenance

#### The Challenge:

Pakedge has experienced tremendous growth and innovation. As they sell through dealers, managing and servicing the growing network became a challenge in itself. The dealers' network grew to over 1,200 and though many have generic names, they were all important in serving the end customers. However, there were some challenges. These included:

- Reoccurring fulfillment errors due to dealers with similar names
- Contrasting customer databases from their Microsoft Dynamics GP ERP and their USP.com address book
- Fragmented fulfillment processes with too many manual steps as well as multiple pieces of paper, causing major setbacks

#### The Solution:

Pakedge turned to UPS and OzLINK to streamline their order fulfillment. OzLINK integrated and extended their core Dynamics GP system with UPS WorldShip. In addition to the integration, OZLINK also improved customer communication via e-mail ship notifications. This created the following benefits:

- Decreased the amount of manual steps and duplicate data entry, improving ability to fulfill orders by 90%
- Dramatically reduced shipping errors, which can cost between \$100-\$200 per error
- Eliminated the need to use and maintain the UPS.com address book
- Reduced order processing time, allowing staff to focus on providing even better customer service

*"The improvements OzLINK made for our fulfillment staff were dramatic. We can now handle almost twice as many orders with the same team,"*

*-Alexandra Roschkowsky,  
Customer Service Supervisor,  
Pakedge Device & Software,  
Inc.*



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