



## Smart Warehousing Communicates Easily Across 25 Locations With RingCentral

### Company profile

Smart Warehousing is a warehousing and fulfillment services company.

### Year founded

2001

### Website

[www.smartwarehousing.com](http://www.smartwarehousing.com)

### Headquarters

Edgerton, Kansas

### Size

100+ employees

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—Sean Kitts, Business Development

### Streamlining the way people do business with technology

Smart Warehousing is a warehousing and fulfillment services company that leverages smart technology for more efficient inventory management for its clients. The company has created Smart Warehousing Information Management System—a web-based inventory management system designed specifically for warehousing and supply-chain management. Founded in 2001, Smart Warehousing has 25 locations in the U.S. and Canada, and its headquarters is in Edgerton, Kansas.

### Lacking unified communication

Prior to using RingCentral Office®, the employees at Smart Warehousing did not have a unified phone system. A number of employees did not have desk phones—most notably warehouse staff—so many workers found themselves relying solely on company-issued cell phones. The headquarters and the second-largest location had VoIP and an on-premise PBX, but both systems lacked practical features and were unable to easily connect to other locations.

“We didn’t have a centralized phone system that allowed us to easily connect across our locations,” explains Kyle Schudy, Director of Franchise Operations. “One of the biggest challenges was that our toll-free phone number rang the headquarters office in Kansas, and we weren’t able to easily transfer calls from there to other locations.”

### Seamlessly connecting across states

Since switching to RingCentral, the employees at Smart Warehousing now connect with both customers and their colleagues with ease. Users can make voice calls, host or join conference calls, transfer calls, and much more from their desk phones. And with their mobile devices or computers, employees can also send and receive texts and faxes using their business phone

numbers. RingCentral has also provided a more seamless experience for Smart Warehousing’s clients—they no longer have to hang up and dial different phone numbers, because calls can be easily transferred to any location, department, or staff member—even remote workers.

“RingCentral has given us an unbelievable level of accessibility,” says Sean Kitts, who works in strategic business development. “The ability to transfer calls across the country has been a major win for both us and the customers. We can now effortlessly communicate—whether a person is at their desk, on their computer, or using the RingCentral mobile app on their smartphone or tablet.”

### Prioritizing customer service while enabling a mobile workforce

The convenient, smart features of RingCentral Office have allowed Smart Warehousing’s employees to seamlessly deliver outstanding service, regardless of where the staff members are located. Using advanced call handling and forwarding settings, team members are now more reachable than ever before—whether in the office, on the warehouse floor, or on the go. This has resulted in fewer missed calls and has increased the likelihood that a customer will reach a live person rather than having to leave a message. The ability to extension dial, access the company directory and voicemail, forward and park calls, and use conference calling from any device has yielded unrivaled flexibility and freedom for Smart Warehouse’s mobile workforce.

“We have 25 locations across 11 states. Our business model involves folks always being on the move,” says Kitts. “With RingCentral, the phone system and contacts travel with employees and aren’t tied to desk phones or computers. Our customers can now easily reach us whenever they need us and wherever we are.”