

## Walkie Talkie App For Team Communication

# Streamlined Communication is the Key to Success

ShipCalm provides [E-Commerce fulfillment](#) to small and midsize businesses. While the core services focus on direct to consumer shipping and [Amazon FBA Prep services](#), ShipCalm also offers more traditional [Retail & Wholesale Logistics](#) for emerging brands.

One of the key factors to ShipCalm's success has been the value placed on streamlining communication. Not only with customers but also inside the organization to deliver exceptional service.

"We were originally using cheap handheld Motorola two-way radios, but we ran into some limitations," said Greg. After a rapid quarter of growth, the ShipCalm team became staffed at not only one, but now two facilities, creating a new set of challenges.

The lag time in communication and limitations of their Motorola walkie talkies was soon apparent to the ShipCalm leadership team, making the need for seamless communication and a tool to do so, mandatory.

"We realized we needed a walkie talkie solution that would work in two different locations, seamlessly," said Greg.

"One limitation we ran into with our walkie talkies, was that there was constant chatter, which made people 'walkie talkie numb'," said Greg. "They would hear their walkie talkie beep and ignore it 9 times out of 10, thinking it didn't apply to them."

**"Voxer has exceeded our expectations in improving productivity through our organization."**

**Greg Moser** - CTO and Co-Founder of ShipCalm



## How Voxer Business Helps:

- **Instant Communication:** Segmented chats reduces overall chatter and streamlines communication.
- **Listen Live or Listen Later:** All messages are streamed instantly and recorded for later. Hear messages as people speak, or listen later at your convenience.
- **Boost Productivity:** 'My Notes' feature allows team members to record and save innovative ideas.
- **Long Distance Coverage:** Messages are always in-range, even when miles away.
- **Cost Effective and Flexible:** Use on any smart device, saving on walkie talkie maintenance

## The Switch to Voxer

ShipCalm observed how easy Voxer was to deploy amongst their team and decided it was the right replacement for their current PTT solution. "If a product requires training it is not very easy to roll out. It's a big test of a product -- How easily I can throw it at the team and have them start using it," said Greg.

Opposed to a two-way radio, the jump to Voxer allowed them to segment departments into different chats within the app; streamlining relevant dialogue and reducing overall team chatter.

"Now, both the operators on the floor and the leadership team are able to understand where, when, and why things go wrong and are able to take better after action audits using this history," said Greg.

"The playback feature has been hugely valuable. It was not something we were originally seeking, but it provides us tremendous value that we can no longer live without."



## Proactive Customer Support

On occasion, ShipCalm's customers will reach out to check on whether or not their products have shipped. With photo sharing, team members on the floor can snap a photo and share it directly with the customer, alerting them their product is packaged and ready to go.

## Seamless, rapid and effortless communication via Voxer makes this possible.

"We know communication is one of the most important aspects of any successful business, and as we continue to grow, it becomes more important to have tools in place that can scale with us.

At the end of the day, the quicker and clearer we can communicate as a team, the happier our customers will be, and the more we can grow as a company."

**Voxer Business** is a professional-grade push-to-talk service for companies. Communicate instantly with live and recorded voice, text and photos on today's smart devices.

Check our website for more information at [voxer.com](https://voxer.com) or contact our Sales team at [sales@voxer.com](mailto:sales@voxer.com).