

“ The MetaPack system does exactly what it said it would do, and we’re looking forward to using more of its functionality as our business grows. Our despatch process is lot quicker, slicker and professional now that we’ve got MetaPack in place.”

Robert Rickey, Director



Established in 2007, Technology Solutions have become a one stop shop for a wide range of digital accessories as well as a full media shop. The company originally intended to install mid to high end technology such as satellite systems, Freesat and digital music, but having spent a large part of their careers in this industry, founders Robert Rickey and Alex Portig had built up a network of contacts and an extensive product knowledge and quickly saw that the accessories market was proving to be a more profitable market. Their customer base includes consumers, TV retailers and installation companies of varying sizes. Technology Solutions were MetaPack’s first customer based in Northern Ireland.

The Challenge

Technology Solutions were selling across a number of platforms, using a semi manual despatch process. Each platform was using different methods and pricing, and trying to maximise profits whilst maintaining a high level of customer service had been difficult at some points. Every morning, orders were printed out individually via their Sage system with either a PPI indentation or a carrier barcode. Printing up to 900 sheets of paper a day raised a number of issues and Technology Solutions experienced them all. Once the goods were picked and packed the order note would be affixed to the goods and used as the label. They were then counted and the bulk loads weighed. The parcels were sorted into piles dependant on what carrier they were being despatched with. Using this method meant that extra attention had to be paid to ensure that special deliveries were not missed. Royal Mail parcels were then further sorted into services and weighed again with the averages being entered into the Royal Mail system. Delivery information for the goods sent via the carrier was uploaded using a file import method. Not only was the process extremely slow, laborious and open to the possibility of human error, it incurred additional unnecessary stationery costs and had a negative impact on resources. Technology Solutions had to ensure that they were ready for their collection time way in advance, and this adversely affected the number of orders they could process in a day.

The Solution

Technology Solutions decided to employ the services of ChannelAdvisor, a leading eCommerce provider and a partner of MetaPack’s in a bid to manage their various selling platforms more effectively. Through this relationship came the introduction to MetaPack and our complete despatch solution. The MetaPack and ChannelAdvisor systems are completely integrated and as Robert Rickey, Director of Technology Solution says “using them in conjunction is 99% seamless, we do nothing and it does everything which is exactly what it said it would do.” Now ChannelAdvisor is in place, managing the orders from the different channels is so much easier as it’s all through one interface and with the integration into MetaPack the despatch process has been revolutionised. Installation of the MetaPack system was straightforward and completed remotely, another testament to the software’s versatility. Our ‘Middleware’ software links MetaPack to ChannelAdvisor and the data is transferred between the two. Orders are automatically allocated based on weight or customer choice, producing a pick list with barcodes. Once the goods are picked and packed, and using our ‘Rapid Print’ functionality the barcode is scanned instantly producing the label. No more counting, weighing, calculating or unnecessary printing is necessary and all special deliveries are recognised. The time that has been saved by introducing this process has allowed Technology Solution to work nearer the collection time and increase their daily output. Moving forward into 2010 with MetaPack their aim is to focus on International deliveries.