



CASE STUDY

Protime Sports

Founded in 2007, Protime Sports provides in-house printing, decoration, sublimation, and embroidery out of their own 65,000 square foot manufacturing facility in Seattle, Washington. The company ships premier quality uniforms nationwide to baseball clubs, soccer clubs, and basketball organizations.

The Challenge

Running dozens of team stores per season had become inefficient on Protime's previous web store platform. Store builds were tedious, the interface had bugs, and customer service from their existing platform often left them hanging.

"There would be a bug, and our previous platform would say it was going to be fixed, but a year and a half later, it still wasn't fixed."

Key Goals

- Easier backend store management
- Clean and professional customer experience
- Responsive customer service
- Continuous product upgrades

"Having online store services to offer people is paramount. Without offering web stores to our customers, we would not be as successful as we are."



Switching to Chippily is one of the best decisions I've ever made.

Amy Ballinger, National Sales Manager, Protime Sports



The Solution

Protime switched to Chippily for better support, faster store builds, and a platform that reflects their priorities.

"There's just a lot less angst around building stores with Chippily. Now instead of dreading web stores, we're happy to do them."

The Chippily team helped Protime build their first several stores to ensure a positive onboarding experience.

"What I noticed with Chippily that sold me initially was the service. The staff is really attentive and very helpful."

Now that Protime is partnering with Chippily's team of industry experts willing to go the extra mile, the team expects the online store side of their business to continue to grow.

What would have taken me three hours before, takes me maybe fifteen minutes now.



The Results

Excellent Customer Support

"Everybody is helpful and knowledgeable, and when I need something, I can get an answer."

More Affordable

"The fact that you don't charge processing fees on customer markups is incredibly appealing to the way that we process orders."

Efficient Backend Management

"The store building experience on Chippily is much, much better. It gives you a lot more options. It's certainly less time-consuming to build a store."

Better Shopping Experience

"The aesthetics are better and it's easier to use from an end-user's perspective. It's really elevated our customers' experience."

An Easier "Yes"

"It allows us to provide better service to our customers. We can react to things more quickly. We're more willing to say yes to things we used to say no to."

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