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Bony Singh  
Managing Director at CNB Computers

## Requirements

Protect fragile IT equipment during shipping

Eliminate labor challenges

Accelerate packing throughput with automation

Exceed customer expectations when it comes to shipping

## Challenges

CNB Computers is North America's leading provider of refurbished IT equipment. As the company ships delicate and costly items daily from its warehouse in Mississauga, Ontario, high customer service and undamaged goods are paramount to its business. Its customers also demand fast shipping and delivery. In order to meet customer expectations, the company was interested in a highly efficient, automated solution.

“With Amazon constantly disrupting the shipping industry, we knew we needed to find a solution that allowed us to compete in the marketplace and ship orders within 24 hours or even faster. All while ensuring our product is packaged correctly and carefully to eliminate any damage during shipping,” said CNB Computers Managing Director Bony Singh.

## Solution

CNB turned to the CVP Impack Automated Packaging Solution, a fit-to-size auto-boxing solution that measures, constructs, tapes, weighs, and labels each single- and multi-item order using just one operator. In one seamless process, the CVP creates a custom-fit box every seven seconds while optimizing all steps of order packing, saving on labor, shipping, and material costs. In addition to the new solutions timesaving

abilities, and its warehouse optimization, the CVP also offered significant labor savings, decreasing CNB Computer's dependence on manual labor by more than half.

“Since the CVP was installed in our warehouse, we have seen improved packaging efficiencies,” said Singh. “Packaging is now done at a higher rate of speed which has allowed us to increase productivity and ship in a more efficient way. The machine also offers dexterity of order sizes with a high throughput which has put us in the position to succeed. The cost savings from packaging materials and labor are just a bonus.”

In just over a year with the CVP in operation, CNB Computers has increased its shipping output by 87.5% while reducing shipping cost by 47%. The solution has also allowed for faster shipping by increasing delivery time by 75% and decreasing returned and damaged equipment by 35%.

The company's customer experience has been positively impacted and has significantly decreased the number of customer calls regarding order tracking and damaged goods. “The CVP is truly a standout, proven packaging technology,” added Singh. “Our customers have enjoyed the results of faster shipping with a better unboxing experience.”

## Benefits

**Increased shipping output by 87.5%**

**Shipping cost savings of 47%**

**Faster shipping by increasing delivery time by 75%**

**Decreased returns and damaged equipment by 35%**

**Let's talk about automated packaging**

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