



Case Study



An Updated FTP Solution Keeps Planet Bike Product Catalogue Current with Distributors

“With ExaVault, it’s a low-stress relationship. Using the service is painless, reliable, straightforward enough for non-techies to use, and it’s easy to get help. Their support team meets the high expectations we set.”

- Jay Ferm, Operations @ Planet Bike

Planet Bike’s Challenges

Primarily, Planet Bike needed to securely share graphic design files with outside designers. Design updates, new products, product improvements, and new colors for certain products all needed to be kept up to date. Having a repository for all files that could easily be searched through was becoming increasingly critical to operations. With designers, distributors, and customers widespread, Planet Bike needed a way to share updated information regarding products.

Planet Bike had an FTP solution in place that was not fully meeting their file transfer needs. Logins were getting complicated for users attempting to access the system, files weren’t being uploaded and maintained in a timely manner, and it was difficult to know if customers were receiving the current documents. They started looking for a new solution.

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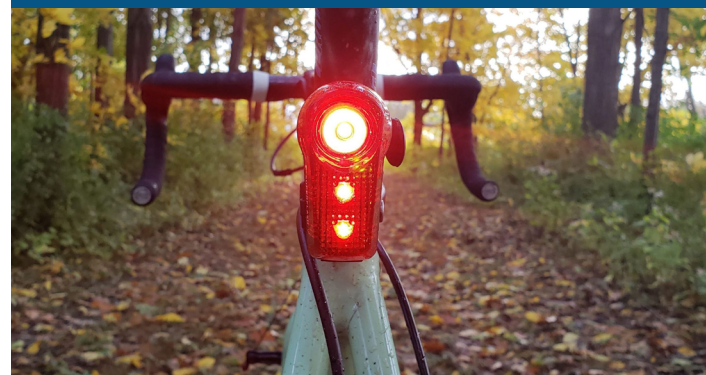
About Planet Bike

www.planetbike.com



Since 1997, Planet Bike has been making and selling great bicycle products and encouraging people to ride their bikes more. From bike lights and other accessories to biking apparel, Planet Bike’s guarantees their products.

With an evolving product line and growing inventory, Planet Bike is a small company that needed a better file sharing solution.





Benefits

With ExaVault, Planet Bike has improved their delivery of digital product assets. The modern web-based interface provides ease of use for everyone in the company. And the benefits don't stop there.

Specific benefits and key features Planet Bike relies on:

- FTP for large file uploads, such as exporting all their current product listings.
- Ability to share specific files and folders without the recipient having to have an ExaVault log on.
- Notifications - lets them know the account gets used. For example, they like to get notified when somebody downloads files/images.
- Easy to select product images and send via a link to clients.



The Solution Planet Bike Needed

To replace their old FTP mechanism, the Planet Bike team conducted a search for a more modern file transfer solution that would still allow them access and support for FTP. Planet Bike identified ExaVault while searching and reading reviews for modern FTP solutions that left them feeling pretty good about ExaVault. The features and the super-responsive sales team assured the Planet Bike team even more that ExaVault was the right choice moving forward.

To best fit the Planet Bike team's needs, first they uploaded their full list of products and all design files via FTP. Then they set up the account to have one folder per product SKU with all the related images inside. From that point on, it has been simple to go into a product folder, select images, and use the "send selected" feature to generate and send a link directly to customers.

Now they get three distinct uses out of their ExaVault service.

1. Sharing design files with outside designers
2. Sharing current catalog items and product sheets with distributors
3. A repository for important website files and ad-hoc backups

Using ExaVault for secure file sharing keeps their bicycle wheels turning and Planet Bike thriving.

Check out their [full product catalog](#).