

Your customers deserve a smooth, efficient service – and so do you. That’s why we look closely at the challenges facing your company and work with you to grow your business and keep your customers smiling.

The project

Despatch 150,000 products over a 3 month period, with 24 hours to turn each order round from a range of more than 750 items.

The result

Excellent levels of customer service and exemplary delivery of product led to multiple repeat purchases and sales exceeding expectations by 20%.



**WAREHOUSING
AND DISTRIBUTION**



**ORDER PROCESSING
AND DATA CAPTURE**



**BACK OFFICE
SERVICES**



**PROMOTIONAL
FULFILMENT**



**PACK
COLLATION**

Our hands-on approach across five services is tailored to the needs and future plans of your business.



Infoport has been providing fulfilment services to leading British and international companies since 1989. We have consistently delivered effective solutions to our clients' mail order, e-commerce, marketing and promotional needs. Our approach is professional and practical – clients know they can rely on us.



Certificate No. 3069



We're never anything but open with our clients.
We wouldn't want it any other way.

The project

A major international company needed an outsourced service partner to be the sole point of contact for all its UK customers.

The result

A long-term partnership based on effective distribution to all available channels from wholesalers and major retail chains to DRTV and e-commerce customers.

The way we work



Infoport builds long-term partnerships through the provision of unrivalled, business solutions to the client and the highest quality level of service to the clients' customers.

Established for over 16 years, the one-stop shop fulfilment services company provides the unique combination of people, systems and resources that every business needs to fulfil mail order, e-commerce, marketing and promotional activity.

What we provide

- A dedicated, trained professional team of staff.
- Bespoke computer software applications.
- Secure, transparent on-line reporting and data handling capability.
- Reliable and flexible systems operating 24/7, 365 days a year.
- A warehouse securely storing your stock.
- Auditable stock management systems with full traceability.
- ISO9001/2000 accreditation across all services since 1997.

- Uniquely tailored, personalised services specific to your business need.

Who we work with

- Major international computer manufacturers
- Toy manufacturers and distributors
- Governmental and not-for-profit organisations
- Companies promoting eco-friendly and naturally-based products
- Satellite and Cable TV companies
- Mail order companies
- Promoters of health products
- Clothing and gift item producers
- Travel and leisure companies

We know that your customers are your most valuable resource – and when you entrust them to another company, you need to have absolute confidence that they'll be looked after. That's why we believe in working closely with you to develop a seamless partnership that works as an extension of your business.

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We place great importance on gaining a true understanding of your company and its capacity for growth. This allows us to adopt an approach that's flexible enough to accommodate your needs both now and in the future.

The services we provide are tailored to the demands of your business, and we pride ourselves in our willingness to go that extra mile on your behalf. With excellent facilities and resources, combined with years of experience in the fulfilment industry, we're able to respond quickly and effectively to any situation that may arise.

The advantage of offering such a bespoke service is that each client receives the personalised level of service that their business needs. Drawn from numerous industry sectors, our client-base ranges

from small start-ups that have stayed with us as they've grown, through to large multinational companies.

Your business and our approach are both unique. Infoport is the outsourced partner that you can rely on to deliver exactly the range of tailored services that are designed to meet your business needs.

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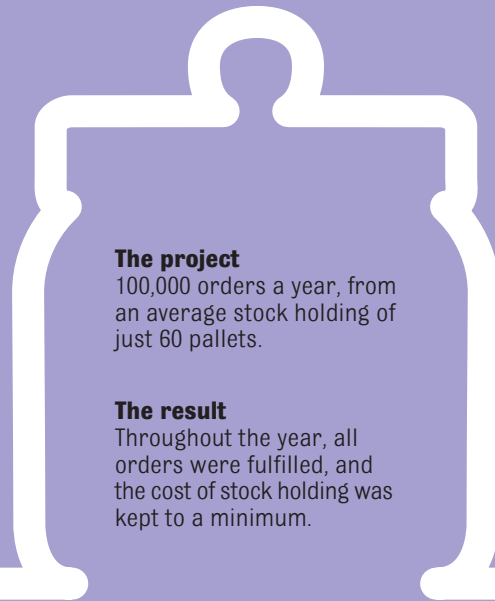
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The way we work

We'll provide you with a scalable storage solution.
Flexible enough to cope with whatever lies in store.



Warehousing and Distribution



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PACK COLLATION

With a modern and recently expanded warehouse, Infoport has the capacity to handle huge stock levels.

The warehouse operations and systems have been put in place to ensure maximum security and traceability of your stock at all times.

The warehouse has 16,000 sq. ft. of high bay fully racked storage area configured to provide storage for 3000 bulk pallets with additional picking locations. Its clean and climate-controlled environment ensures that your stock is kept in premium condition from the time of receipt to the time of despatch. We take the security of your stock very seriously, and have installed a full monitored alarm system and CCTV cameras which operate 24 hours a day.

Inventory Management System

With in excess of 200 user definable fields of information, the stock masterfile offers maximum flexibility for tracking information about each and every product

or assembled product held within the warehouse.

Receipt of stock

The separate goods-in area allows for your stock to be swiftly checked for quality and quantity at the time of receipt. Any reworking required prior to its transfer to the main storage or packing areas is carried out at this time.

Storage of stock

From the time your stock is removed from the goods reception area it is tracked by the warehouse system and recorded when placed to a specific pallet or picking location within the warehouse. In addition to the provision of regular stock takes, our inventory controller checks all stock on a cyclical basis to ensure complete accuracy to the system. Stock can be rotated in the way that you choose – FIFO, serial number, sell-by date or another method of your choice.

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Packing Area

For individual orders we ensure that the only stock removed from the warehouse and placed within the packing area is packed and prepared for despatch on that day.

A separate assembly line within the packing area works on bulk collations or the assembly of multiple items to form an end product.

Stringent control of processes ensures that the right stock item and quantity is despatched at the agreed time.

Global Distribution Services

The strategic relationships we have formed with providers of haulage, parcel and mail distribution services both within the UK and internationally enable us to pass significant savings on to our clients.

Whether you require ten or several thousand items of stock to be received, packed and despatched within the same 24 hour period, our response will always be "NO PROBLEM"!

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Warehousing and Distribution

Volume order processing requires fast, efficient systems. Our solutions ensure we're always switched on.

The project

Receiving 2,000 orders in one day, capturing the information, processing payments and despatching the product.

The result

All 2,000 complete and despatched within 24 hours. One happy client.

Order Processing and Data Capture



WAREHOUSING AND DISTRIBUTION

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PACK COLLATION

There's no margin for error when we data capture orders for your products, or information received from a marketing campaign. That's why you need a partner with an experienced team of staff and flexible, reliable systems that won't let you down.

Receipt of orders or data

We receive orders and other data through all available means – e-mail, fax, post, telephone, internet and extranet, secure encrypted files. Alternatively utilising firewalls and secure technology, we can interface directly with an external order processing system of your choice.

Payment processing and credit control

The majority of business-to-consumer orders involve processing full or part payment prior to the despatch of an order. Infoport banks payments received by credit/debit card, cheque or postal order, and has systems in place to facilitate payment by instalments.

For those clients operating business-to-

business accounts requiring full ledger control, we set up all parameters to maintain credit accounts, inclusive of account specific discounts, if required. We provide effective credit control against your debtors ledger, sending statements and letters as well as making regular telephone contact.

All of our full ledger services are capable of dealing with transactions in multiple currencies.

Other methods of payment can also be authorised on specific request.

Data Protection and Security of personal information

We are registered under the Data Protection Act to hold personal data pertaining to our clients' customers. Individual credit and debit card information is held in a secure system area whilst an order is being processed, and can be utilised solely for the purpose of a single transaction.

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**Order history and repeat buying
patterns**

Each customer is allocated with a unique number against which multiple orders can be registered. The customer file is indexed to ensure complete integrity of data with no duplicate records. The retention of each customer's repeat order history allows for specifically targeted loyalty campaigns, cross-selling of product, and tracking a series of purchases.

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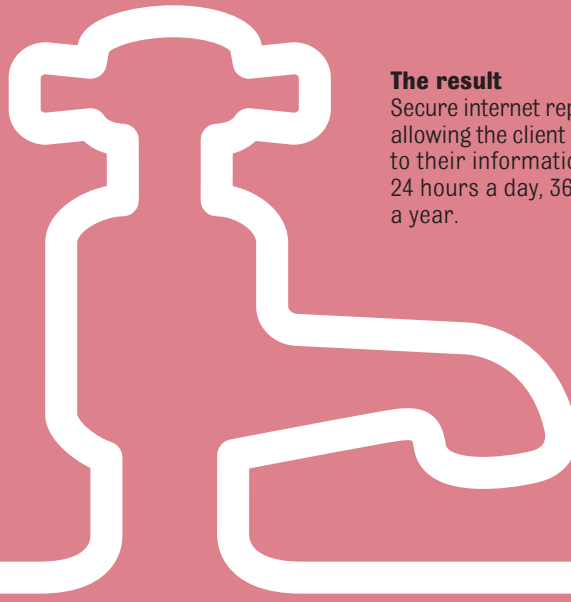


Order Processing and Data Capture

Information and communication is the key. We make sure our clients have them both on tap.

The project

A high order volume e-commerce company looking for up-to-the-minute information on demand.



The result

Secure internet reporting allowing the client access to their information 24 hours a day, 365 days a year.

Back Office Services



We understand that for you to run your business effectively, you need to have access to accurate, up-to-the-minute information. So we make sure that you're never in the dark about any aspect of your operation.

From day one a dedicated account executive with the right skills ensures that all aspects of your work are handled to the agreed service levels and correct timescales. They maintain regular communication working in partnership with your business to maximise the impact of your marketing. Reports can be delivered to you at the time and in the format you require. Our on-line secure reporting system allows the client to run reports to timescales, multiple parameters, and the level of detail that they choose – 24/7, 365 days of the year.

Reporting

We have developed a vast range of reports to cover the needs of each client for you

to choose from. The specific information that your business requires is incorporated in the data within the reports. You may require a single report or many hundreds of reports per month. Our relational database technology delivers the level of reporting that you need.

Call centre

We have a sophisticated, scalable voice-over IP telephony switch which can supply bespoke solutions for our clients' needs. Within the call centre our trained customer services team provide the in and out-bound call handling for order taking, product and service advice lines and reverse logistics. With call to answer ratio percentages in the high 90's your customer can speak with a member of our team and quickly receive the answer they require.

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Customer services staff training

We know how important it is to get call handling right – because to the customer, we are your company. We work with you to define scripting and FAQ routines and client specific customer services manuals. We encourage our clients to participate with us in ongoing staff training.

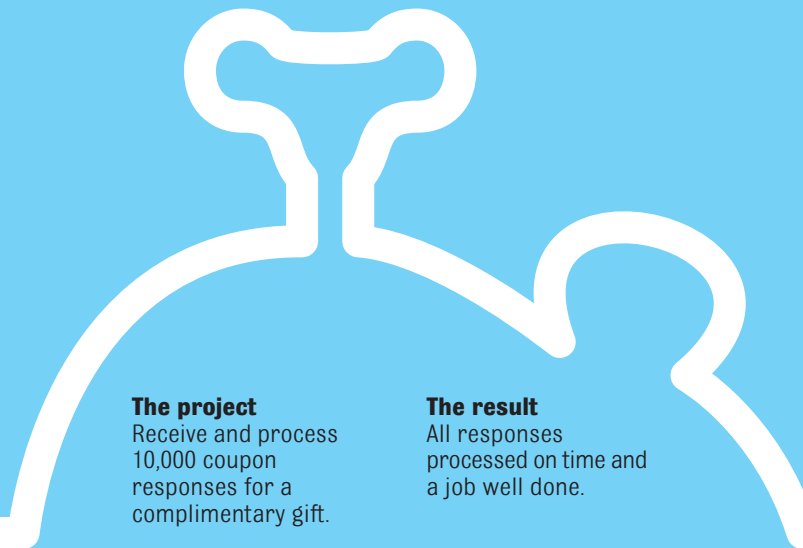
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Back Office Services

Promotions should run like clockwork.
Because your customers don't deserve to be wound up.



The project
Receive and process
10,000 coupon
responses for a
complimentary gift.

The result
All responses
processed on time and
a job well done.

Promotional Fulfilment



We have the experience and the resources to handle a wide range of promotional marketing activities for your company, from the despatch of brochures and promotional literature to honouring free gift campaigns.

A promotional campaign needs to be planned to achieve maximum results from the initial creative idea to the delivery of the marketing associated response and fulfilment mechanism. Infoport is there to co-ordinate and orchestrate the success of the campaign each step of the way.

What we do

- We work with the third party creative resource of your choice, or alternatively recommend an agency to you for help with ideas for the content of marketing campaigns.
- We purchase a list of profiled addresses on your behalf and monitor the response levels for suitability and integrity of data.

- We print personalised mailings, involving the merging of variable data to a standard form ranging from a few hundred to in excess of 500k.
- We source suitable outer packaging to despatch your mailing piece or promotional fulfilment item to the end destination.
- We supply reports and customer data to the standard and format you require for use in on-going activity, taking data protection regulations into account.

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From our secure, spacious warehouse to our advanced telecoms and data warehousing software, and our experienced customer services team, we are equipped to handle all types of promotional activity.

- Hand-enclosed and mechanised mailings
- Competition responses
- Voucher responses
- Customer surveys and marketing surveys
- Free Gift fulfilment
- Fulfilment following a retail purchase
- Off-the-pack promotions
- Sample fulfilment
- Brochure and literature requests
- Branded item fulfilment
- Customer loyalty schemes

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Promotional Fulfilment

Fragile items and our promises. We make sure neither end up broken.



The project

2,000 promotional packs containing fragile items to be sent out, with breakages kept to a minimum.

The result

The project was completed on time and 99.9% of the packs arrived safe and sound – an excellent success rate.

Pack Collation



A broad range of household name retailers have utilised Infoport's expertise to assemble product and collate promotional materials into marketing packs. Our attention to detail leads them to rely on us for their pack collation requirements.

From assembly and packaging of a single end product to the despatch of point-of-sale material for an advertised international campaign, we have the experience and resources to ensure that your packs are collated and delivered to the right specification and quality at the right time.

System

Our system is fully manufacturing compliant, therefore works orders, bill of materials, and other aspects of the collation process are well controlled and reported on.

Quality control

Our rigorous quality control ensures that every one of your packs is collated to your exact specification. Which means your customers will get exactly what you promised them, at the right time.

The result

- We collate packs of individual product samples
- We assemble conference information packs
- We collate exhibition materials and packs
- We assemble point-of-sale kits
- We collate promotional packs
- We ensure timely delivery of packs to end destination

Whatever your pack collation needs Infoport is there to support your marketing and help to grow your business.

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