



“ Whistl have been our trusted partner for over 14 years providing our online and retail business with the flexible, reliable support we need to allow us to concentrate on growing the business. We know our customers are safe in their hands! ”

Dick Jude, General Manager at The Noble Collection

Services Provided: Warehouse Fulfilment and Inbound Customer Service (Bureau Team)

Background:

The Noble Collection are a Licensed manufacturer, distributor and retailer of film and TV properties, including Fantastic Beasts, Harry Potter, Lord of the Rings, The Hobbit, Superman, Batman, Justice League, Game of Thrones, Jurassic Park and ET.

The Noble Collection appointed Whistl (formally Spark Response) to provide ecommerce and trade fulfilment along with contact centre services back in 2005 and have continued to grow ever since.

Current Operation

- Whistl provide storage, warehousing, and order fulfilment services direct to ecommerce and trade customers. The Noble Collection carry hundreds of products and have thousands of individual items stocked in our warehouse at any one time.
- Whistl provide a full range of customer service solutions from within the bureau team, offering flexibility and pay as you go commercial rates. This works really well for ecommerce businesses who have peaks and troughs within their customer contacts.
- Each time a new film or TV series is released Whistl need to be prepared to deal with huge spikes in order volumes in the warehouse and call/email volumes in the contact centre. Thankfully Whistl has a vast amount of experience in dealing with peak activity, particularly during 'cyber week', with their diverse range of clients.