



## Providing cost savings, reliability and traceability of parcels

The Willoughby Book club offer a tailored monthly book subscription.

Whistl have provided them with a tracked and international parcel delivery service to take care of their customer orders.

Marianne Chala, Company Director, comments on the results since moving to Whistl, “We have seen improved traceability of all parcels, resulting in a better customer service experience for our clients, and a reduction in cost incurred through having to send replacement orders. Lost or untraceable parcels numbers have improved by 56% since our move to Whistl Tracked services. Our customer service experience has also improved, as we are able to provide real time information on the whereabouts of orders.”



**We have received fantastic support from Whistl throughout our customer journey. Their team have been friendly, helpful and communicative, and consistently demonstrated their understanding of the needs and intricacies of our business.**

**They have pre-empted cost-savings for us, and presented solutions that make sense for us, and have always been there for reliable and helpful support.**



**Marianne Chala, Director,  
The Willoughby Book Club**

GET IN TOUCH

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