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“Fundamentally, our challenge was locating a partner that could remain agile, yet consistent to deliver our key business metric, customer SLA's. Finding a partner whereby we had a dedicated account manager was a key requirement. We also needed to become integrated and automated with our carrier, especially when it came to generating shipments and printing labels. The cost was also a big driver, we needed to be less vulnerable to the uncertainty around Royal Mail price increases whilst still delivering a tracked solution for our customers.”

“Whistl have been able to collect from our rural site on larger vehicles, removing multiple daily collections meaning our warehouse team could pick for longer shifts, reducing down our key metric, Customer SLA's. Whistl were also able to provide a dedicated integration team to support the set-up of the partnership, this gave us a lot of confidence in this long-term partnership.”

“Overall, the offering provided has been able to deliver for our customers, **improving our daily dispatch time** for customers meaning they can place their order later and receive it faster than before. Since launch, we have noticed an **improvement during peak periods** with our larger volume days through Whistl's ability to send larger and more suitable vehicles to our site. This has also been complemented by the change from Yorks to Magnums, driving a 40% space saving on our warehouse floor. Our **collection schedule has also improved**, from later collections and weekend collections to the flexibility from the team to support us shipping out all of our volume as soon as possible. We have also been able **drive greater productivity**, removing over 40 hours a week on manual work through the integration with Whistl.”



During the initial launch period we had dedicated care from the regional area manager to ensure the transition to the new service ran smoothly. The communication we received was brilliant. After the initial transition period we had a dedicated account manager who deals with all our queries promptly and a customer administrator who is very proactive ensuring the right consumables and collection times are in place. The relationship is brilliant and long may this continue.

Mark and Andy were fantastic throughout the set up, working at the speed we needed to provide the best solution that fit our three main needs: scalability, customer experience and growth. Hypercare during the transition was extremely valuable and gave everyone peace of mind that we were in safe hands, even making sure they were on site for the transition and always available at the end of the phone.



Michael Collins,
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