



Overview

The client wanted their team of sales professionals to be able to place orders whilst on the move and so avoid delays.

SYKES set-up a web-ordering tool to facilitate this need; orders normally shipped same day as receipt.

Our client also displays at exhibitions and trade shows and participates in seminars, workshops and training days.

Exhibition stands, marketing materials and promotional gifts **must** be delivered to these events on the specific day required. And, once the event concludes, the materials must be uplifted for return to stock.

SYKES assists in the stock replenishment process; monitoring forecast and stock levels to help avoid stock-out situations. SYKES procurement team also buys print and promotional materials using our bulk purchasing power to the benefit of our client.

Benefits of outsourcing to Sykes...

- Reduced costs over in-house solution
- Innovative ideas to improve service
- Process improvements; reduced lead-times and cost efficiencies
- Flexibility - consistently meeting agreed service levels

"We demonstrate incredible flexibility and scalability so that clients operating in this fast-changing environment full of sudden unpredictable demands can consistently rely on SYKES to rescue the situation. Our creativity, innovation and 'can-do' attitude is much valued by our clients and is the reason we retain clients for such long periods of time".

Douglas Watt, Client Services Director

Our client is one of the UK's fastest-growing supplier of pharmaceuticals to medical professionals and has been a client of SYKES for 3 years during which time order volumes have risen substantially.

They have an 80-strong sales team seeding stocks of point of sale materials into Hospitals, Clinics and doctor's surgeries etc throughout the UK.

Our client also displays at exhibitions and trade shows and participates in seminars, workshops and training days; there are a large number of such events taking place throughout the year.

SYKES is responsible for the storage and fulfilment of all materials used in the course of the above activities involving the inventory management of circa 600 SKUs.

Services Provided

- Web-Order Page Set-up / Hosting
- Pick, Pack & Delivery
- Returns Management
- Materials Procurement
- On-Demand Print Production
- CDR / DVDR Replication
- Inventory Management
- Stock Replenishment Planning

Features

- Quality consistency, dependability & reliability
- Tailored solutions
- Scalability / Adaptability
- Cost reduction / Service enhancements
- Quality Assurance: ISO 9001:2008
- Information Security: ISO/IEC27001:2005
- Environmental Systems: ISO14001:2004