

Storage, Multi-channel Ordering and Fulfilment Solutions

We ensure the efficiency of your order-taking, storage and delivery processes while maximising the accessibility of your printed and digital communications to customers and stakeholders.



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Our specialists in order-taking and customer services, stock management, warehousing, fulfilment and distribution will ensure both efficiency and customer satisfaction at every stage of the process.

The challenge

The ultimate aim of any communication and distribution strategy is to ensure information is accessible to your customers. Organisations need to make their communications available in the formats users find most convenient. It is vital that they can request information through their preferred channels and be confident of fast, reliable delivery of documents that will reach them in excellent condition.

TSO will ensure customer satisfaction at every stage of the fulfilment process, offering customers a wide range of options for ordering your publications and advising you on the most appropriate delivery channels to maximise accessibility. From taking orders in the contact centre to dispatching items in the warehouse, our services are delivered by experienced and highly skilled staff many of whom hold, or are working towards, relevant qualifications including NVQs in Customer Service. Our best in class solutions are also underpinned by accreditations including the ISO 9001:2000 Quality Management Standard, ISO 27001:2005 certification for Information Security Management and ISO 14001:2004 Environmental Management certification.

TSO's fulfilment solutions

Best in class fulfilment technology

TSO uses the world leading industry publishing software programme VISTA to manage the end-to-end supply chain process from production through to fulfilment and distribution. The VISTA system, which is used by many publishers, including eight of the world's largest, is designed to manage publishing-specific transactional requirements covering books, subscriptions, electronic and multi-media publications.

Industry leading customer service

TSO's order-taking and customer service solutions achieved a customer satisfaction ranking of 92.3% in our Customer Satisfaction Survey 2008. This placed us in the top 2% of over 500 organisations within the supply and distribution sector surveyed by The Leadership Factor, independent experts in customer satisfaction measurement. This exceptional result demonstrates our commitment to continuous improvement, which has seen the implementation of a number of initiatives to ensure your customers receive the best possible service, providing a positive reflection on your organisation every time they contact us.

Multi-channel ordering

Our specialist contact centre deals with orders placed across the full range of channels, including phone, email, fax, post and online. Our experienced Customer Service Agents are skilled in enquiry resolution and the handling of restricted and security sensitive products, and provide after-sales support to ensure customer satisfaction. The process is managed by market leading software, including MITEL Automatic Call Distribution system and VISTA.

eCommerce capability

TSO's online ordering solutions provide a cost-efficient way of delivering information, priced or free, print or PDF, to your customers and can fit seamlessly with your own website. Advanced search functionality and secure ordering make it easy for customers to find and access the information they need, while electronic delivery will provide instant access, reduce wastage, and improve efficiency and sustainability.

Best in class warehousing and logistics

Our dedicated warehouse specialises in handling printed materials and is managed by DHL, global leader in logistics. We handle more than 17,000 free and priced order lines every week, dispatching in-stock items within 24 hours to ensure your customers have access to your information as

quickly as possible. Quality of service is also an essential part of our fulfilment solution. We have achieved 99.97% accuracy in orders dispatched during the past year. We can also deliver your bulk mailings in both print and email formats.

Maximising efficiency

We will help to reduce both your production and storage costs. Our experts will apply best practice stock management processes and advise on the most appropriate formats for your documents, including delivery by print on demand where appropriate, to ensure that wastage is minimised.

Storage, Multi-channel Ordering and Fulfilment services

- Order handling by phone, email, post and fax
- Telemarketing and campaign management
- Enquiry resolution
- eCommerce
- Order processing
- Warehousing
- Experienced handling of security-sensitive and restricted products
- Secure storage
- Stock management
- Mailing
- Electronic distribution
- Print on demand
- Next day dispatch for orders placed before 12:00

75% recycled
This is printed on 75% recycled paper

