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ILG delivers fulfilment services across a range of industries, to a selection of clients. Its corporate fulfilment is tailor made in every situation, ensuring the needs of the client and the clientâ€™s business are paramount at all times.

The ball starts rolling with a consultation â€“ an examination of the clientâ€™s fulfilment needs in combination with an examination of the clientâ€™s fulfilment expectations. These are two words that need a little definition â€“ needs are what the business requires to go forward; expectations are the way in which the customer sees his or her fulfilment services progressing.

Once an inspiring solution has been agreed on, ILG sets to work to transform the fulfilment capabilities of its client company. This involves a range of stages and potential services:

ILG offers an account manager to every client. The account manager is really a combination of dedicated warehouse manager and project manager. His or her duties include importing orders and checking them for address and product details; notification and management of the back order process; developing and co ordinating all stock taking processes; plus following a selection of â€œexternalâ€• activities including customer service and liaison.

The ILG fulfilment services model then offers customers the ability to have their communications run by the warehousing team direct, rather than forcing their end users through two sets of gates before they get the answers they need â€“ be their questions stock enquiries or complaints.

ILGâ€™s communications service includes plugging the ILG account managerâ€™s communications straig into the client company website. This means the customer can deal with the account manager, but without realising that he or she has effectively started talking to an organisation separate from the company he or she bought products from. In effect, ILGâ€™s fulfilment services model allows the client company to â€œownâ€• a fully functioning warehouse and dispatch/customer services team without having to set it up or pay to maintain it.

The ILG fulfilment services model also allows for freight forwarding, and because ILG is an independent organisation with no specific ties to brands or freight organisations, the forwarding it arranges is flexible and cost effective in every instance. For example, ILG is able to sort out same day UK pallets; overnight pallets in the United Kingdom; a road service for delivery all over Europe, either for single clients or for grouped delivery; time sensitive delivery to both Europe and the United Kingdom; plus a selection of other tailor made freight solutions designed to meet the specific requirements of the ILG customer.

Three ILG fulfilment services models also include lightweight mail, both UK and international. The company has built a series of bespoke solutions for its clients, which take care of all their mailing requirements. Meaning that all corporate delivery can be done through the trusted ILG banner â€“ guaranteeing the best prices, the best service and the most flexible way of doing things.

The ILG fulfilment services model is designed, in effect, to work precisely with the requirements of every client company, no matter what those requirements are.

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ILG, an online a fulfilment services provider, who can help with all your fulfilment requirements. ILG design solutions to help improve your business performance.

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