



THE ECOMMERCE & FULFILMENT
PARTNER THAT POWERS YOUR
BRANDS GROWTH





**“FROM STORAGE TO
DOORSTEP, WE POWER
YOUR BRAND’S JOURNEY
WITH SEAMLESS
LOGISTICS AND PEOPLE-
FIRST PARTNERSHIPS.”**

JOHN BARDSLEY
Group Managing Director

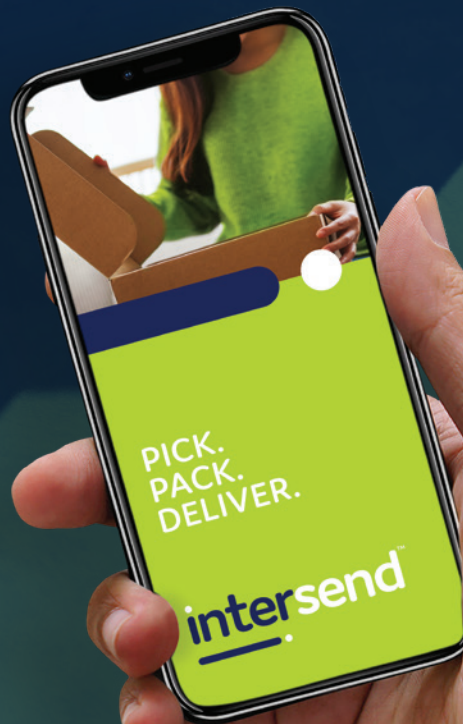


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EMPOWER. SUCCEED. GROW.

OUTSOURCED FULFILMENT & LOGISTICS YOU CAN TRUST.



With our end-to-end fulfilment, logistics, and business support services, we act as an extension of your team, helping you focus on growth while we handle the rest.

We specialise in outsourced order fulfilment, eCommerce logistics, freight solutions, and business support services. From magazine distribution to influencer logistics, we serve a wide range of industries with tailored, flexible solutions.

We adapt to your needs with scalable, innovative solutions, ensuring smooth operations and on-time delivery, every time.

- ✓ **OUTSOURCE OPERATIONAL COMPLEXITY**
- ✓ **SCALE SERVICES UP OR DOWN AS YOUR BUSINESS EVOLVES**
- ✓ **ADD SUPPORT ONLY WHERE YOU NEED IT**
- ✓ **ACCESS ENTERPRISE-LEVEL CAPABILITIES WITHOUT ENTERPRISE-LEVEL OVERHEAD**
- ✓ **UK-BASED CUSTOMER SERVICE**
- ✓ **GLOBAL SHIPPING & WAREHOUSE CAPACITY**
- ✓ **ADVANCED IT & INVENTORY MANAGEMENT**
- ✓ **IMPORT/EXPORT & CUSTOMS EXPERTISE**
- ✓ **TRUSTED NETWORK OF COURIER & FREIGHT PARTNERS**

ECOMMERCE FULFILMENT

FROM STORAGE TO GIFT WRAPPING, WE PICK, PACK AND DELIVER
WITH INDUSTRY LEADING ACCURACY.





PICK. PACK. DELIVER.

**WE HANDLE EVERYTHING, FROM
SECURE STORAGE AND EXPERT
PICK-AND-PACK TO COST-EFFECTIVE
GLOBAL SHIPPING. SEAMLESS,
EFFICIENT FULFILMENT
& LOGISTICS SOLUTIONS.**

Our advanced warehouse technology seamlessly integrates with your eCommerce system for real-time inventory and order tracking. With tailored solutions, competitive rates, and a dedicated team, we keep your storage and shipping costs low while ensuring fast, reliable delivery.

We offer a range of national and international postal services. We guarantee any order placed before 3pm (GMT) will be sent out the same day, whether domestic or international.

- ✓ **DELIVER ORDERS QUICKLY & ACCURATELY**
- ✓ **SCALE OPERATIONS WITHOUT INVESTING IN WAREHOUSE INFRASTRUCTURE**
- ✓ **IMPROVE CUSTOMER SATISFACTION & DELIVERY PERFORMANCE**
- ✓ **REDUCE SHIPPING & OPERATIONAL COSTS**
- ✓ **GAIN REAL-TIME INVENTORY VISIBILITY**



**GOODS IN & STOCK
MANAGEMENT**



**WAREHOUSING
& STORAGE**



**ACCURATE
PICK & PACK**



**ECOMMERCE
SHIPPING**



**RETURNS
MANAGEMENT**



**ADVANCED
INTEGRATION**

GOODS IN & STOCK MANAGEMENT

FAST & RELIABLE ORDER FULFILMENT: STOCK ACCEPTANCE & MANAGEMENT GET STARTED WITH INTERSEND IN JUST 5 WORKING DAYS.

Once your account is active, stock acceptance is the first crucial step in your fulfilment journey. From the moment your inventory arrives at our warehouse, we handle it with care and precision. With InterSend, your fulfilment process is fast, accurate, and stress-free, so you can focus on growing your business.

SEAMLESS STOCK PROCESSING

Receive & Verify: We accept products, packaging, branded materials, and more. If needed, we can help source or create custom packaging and marketing materials.

Thorough Inspection: Every shipment is checked for damage, and quantities are verified against your documentation. Any discrepancies are flagged immediately.

Accurate Recording: Barcodes, weights, and dimensions are logged in our warehouse management system, ensuring efficient stock control and fulfilment.

OPTIMISED INVENTORY MANAGEMENT

Real-Time Visibility: Track stock levels, orders, and deliveries through our integrated system.

Custom Product Adjustments: We can apply barcodes, insert marketing materials, or attach promotional gifts.

Ongoing Support: Your dedicated account manager is available via phone or email for updates, and you're always welcome to view your stock in person.

A photograph of a warehouse interior. In the center, a worker wearing a high-visibility vest is pushing a hand truck loaded with two large cardboard boxes on a pallet. The warehouse is filled with tall shelving units on both sides, densely packed with numerous cardboard boxes. The floor is a smooth, light-colored concrete. The lighting is bright and even.

WAREHOUSING & STORAGE

FLEXIBLE AND SECURE WAREHOUSING DESIGNED TO SCALE WITH YOUR BUSINESS. PAY ONLY FOR WHAT YOU USE.

Our secure, flexible storage adapts to your needs, keeping costs low and efficiency high. From startups to high-volume sellers, our warehousing grows with your business.

SMART STORAGE SOLUTIONS

For Any Inventory: Small items, bulk stock, pallets, and wholesale orders.

Prime Location: Fast UK deliveries, easy access to international shipping.

24/7 Security: Monitored, insured storage with ultra-secure options.

COST-EFFECTIVE & SCALABLE

Pick-Face Storage: Pay per actual space used for small, fast-moving items.

Palletised Storage: Fixed weekly rates for bulk inventory.

Adaptive Scaling: Expand or reduce space based on demand, perfect for seasonal sellers.

ACCURATE PICK & PACK

RELIABLE PICK AND PACK FULFILMENT WITH INDUSTRY LEADING ACCURACY AND SPEED.

We pick, pack, and ship orders quickly with industry-leading accuracy, guaranteed. Any incorrect picks are fully refunded. We offer flexible, scalable fulfilment solutions with expert support.

TAILORED & SECURE PACKAGING

Custom Configurations: Every package meets your exact specifications.

Marketing Inserts: Add promotions, catalogues, or branded materials to orders.

Secure Handling: From fragile items to oversized stock, we pack with care.

COMPREHENSIVE SUPPORT SERVICES

Packaging Solutions: Custom, eco-friendly, poly-wrap, paper-wrap, and gift-wrapping.

Same-Day Despatch: Orders placed by 3pm ship the same day.

High-Value Security: Extra protection and insurance for premium items.

PERFECTLY PACKAGED

QUALITY PACKAGING IS ESSENTIAL TO THE DURABILITY OF YOUR GOODS IN TRANSIT AND PRESENTATION TO YOUR CUSTOMERS. WE ARE HAPPY TO USE YOUR EXISTING PACKAGING OR CREATE SOMETHING PERFECT FOR YOU.

CREATIVE SERVICES

If you need assistance with creating your perfect branded delivery style or designing the perfect insert to encourage further sales, our creative team can work closely with you, stick to your budgets and hit impossible deadlines. From a simple lettershop design service to stunning, unique packaging concepts, our team of highly experienced creatives can bring your ideas to life.

PACKAGING

We can supply envelopes, mail bags, poly-wrapping, paper-wrapping, boxes, postal tubes, void fillers, protective wrapping, sealing options and gift-wrapping supplies. Bespoke or specialist packaging can be created for items where our standard packaging is unsuitable. From standard economy packs through to stunning eco-friendly, bespoke branded packaging, we are here to help you get the perfect look and feel for your brand.

POLY-WRAPPING

Our in-house poly-wrapping service offers a highly cost-effective postal packaging solution for mailing publications, brochures, catalogues and bundling multiple-pieces. Not only is poly-wrapping lighter, but it also helps reduce postal costs. It's perfect for providing secure, scuff-proof protection. We are committed to offering sustainable solutions and can provide 100% biodegradable poly-wrap on request.

PAPER-WRAPPING

This eco-friendly alternative to traditional forms of wrapping is now a commonly used solution for the mailing of magazines and other forms of printed media. We handle various wrap sizes which can be created in beautiful colours or covered in designs or photos, the possibilities are endless. We can bundle up multiple items and we can personalise wraps for each recipient. Paper-wrap packs are often eligible for Royal Mail's cost-effective Mailmark® service.



ECOMMERCE SHIPPING

SMART, COST-EFFECTIVE AND TIME-EFFICIENT ECOMMERCE SHIPPING SOLUTIONS.

Leverage our exclusive shipping rates as a mailing house and fulfilment centre to save time and money while enhancing your customer experience. Let us optimise your shipping.

FLEXIBLE DELIVERY OPTIONS

UK & International Shipping: Priority, standard, and economy services.

Same-Day Despatch: Orders received by 3pm ship the same day.

Competitive Rates: Affordable solutions for express and economy shipping.

EXPERT LOGISTICS SUPPORT

Tailored Solutions: Choose the best mix of speed and cost.

Import & Export Guidance: Navigate global shipping with ease.

Reliable Tracking: Ensure transparency for you and your customers.



RETURNS MANAGEMENT

FLEXIBLE, STREAMLINED RETURNS MANAGEMENT DESIGNED TO REDUCE COSTS AND MINIMISE WASTE.

We manage the full reverse logistics process, including gone-away processing, stock returns, secure disposal and recycling. Returned items can be restocked, securely destroyed or processed to your requirements, with stock control updated throughout.

Where possible, we help reduce returns through accurate fulfilment and improved data processing. Cleaner customer data helps lower postage costs, reduce delivery issues and protect your brand reputation.

When returns do occur, our systems process high volumes quickly and efficiently. Returned stock is logged, inspected and either restocked, repackaged, quarantined or responsibly recycled depending on condition.

GONE-AWAY PROCESSING

Returned mail is processed to your specification while incorrect recipient details are removed from your databases to help reduce costs and support GDPR compliance.

PRODUCT RETURNS HANDLING

We process returns quickly and efficiently, supporting faster refunds, accurate restocking and lower operational costs.



ECOMMERCE & CARRIER INTEGRATION

Our warehouse management software, Mintsoft, easily integrates with leading eCommerce platforms, taking orders and updating stock, giving complete visibility over your inventory.

We integrate live shipping and tracking information from the world's leading carrier management systems, updating you and your customers in real-time with complete GDPR compliance and optimal data security.

ADVANCED SYSTEMS & INTEGRATION

INTEGRATED SOLUTIONS FOR SEAMLESS ECOMMERCE SHIPPING AND STOCK MANAGEMENT.

The core foundation of any fulfilment business hinges on outstanding fulfilment and perfectly integrated logistics systems. Efficient fulfilment starts with seamless logistics and real-time inventory control.

Our warehouse runs on Mintsoft, an industry-leading cloud-based management system designed to streamline multi-channel fulfilment with accuracy and efficiency.

From the moment stock arrives, barcodes, weights, and dimensions are logged to ensure precise tracking and optimal storage. Intelligent putaway functions allocate space efficiently, reducing costs while speeding up the picking process.

Orders move through a real-time tracking system, keeping you and your customers updated with live shipping information, all fully GDPR-compliant and secure.

KEY BENEFITS OF OUR SYSTEM:

Optimised Storage & Picking: Smart storage rules reduce costs and improve efficiency.

Seamless Integration: Syncs with your eCommerce platform for real-time updates.

Live Tracking & Shipping Updates: Keep customers informed every step of the way.

Secure & Compliant: Full GDPR compliance and robust data security.

A woman with curly hair is smiling and holding a cardboard box. A person in a green uniform is handing her the box. The background is blurred.

LOGISTICS & FREIGHT

OUR HIGHLY COST-EFFICIENT POSTAL, DIRECT PARCEL AND
PALLETISED FREIGHT SERVICES GIVE YOU TOTAL FLEXIBILITY.



UK & INTERNATIONAL SHIPPING SOLUTIONS

FLEXIBLE, COST-EFFECTIVE MAIL, COURIER AND FREIGHT SERVICES FOR BUSINESSES OF ALL SIZES.

As a leading eCommerce fulfilment centre, we work closely with many of the major shipping carriers so that we can provide delivery solutions that are more efficient, less expensive, or sometimes both.

From economy to express, we will match you with the best option for your business. We offer a range of national and international postal services. We guarantee that any order placed before 3pm (GMT) will be sent out the same day, whether domestic or international.

- ✓ **COST-EFFECTIVE BULK MAILING FOR HIGH-VOLUME CAMPAIGNS**
- ✓ **SAME-DAY ECOMMERCE FULFILMENT FOR ORDERS PLACED BEFORE 3PM**
- ✓ **FLEXIBLE COURIER AND FREIGHT SOLUTIONS FROM PARCELS TO PALLETS**
- ✓ **PRACTICAL SUPPORT WITH SHIPPING, CUSTOMS AND COST-SAVING ADVICE**



DIRECT PACKET & PARCEL COURIERS



LOGISTICS TRACKING



PALLETISED FREIGHT DELIVERY



POSTAL SERVICES

DIRECT PACKET & PARCEL COURIERS

**FAST AND RELIABLE DIRECT
PARCEL DELIVERY FOR
ECOMMERCE VIA OUR EFFICIENT
GLOBAL COURIER NETWORK.**

Our global courier network offers some of the fastest, most efficient delivery solutions available, whether you're shipping within the UK or internationally.

We help you choose the right provider based on speed, service and consistent performance. Unlike traditional postal services, couriers provide faster transit times, better tracking, and more flexible options for weight, size, and destination, especially for international and oversized shipments.

- ✓ A DELIVERY EXPERIENCE THAT ENHANCES CUSTOMER SATISFACTION
- ✓ REAL-TIME TRACKING AND PRE-NOTIFIED TIME SLOTS TO BOOST TRUST AND BRAND LOYALTY
- ✓ EXPERT GUIDANCE IN SELECTING THE RIGHT COURIER
- ✓ RELIABLE INTERNATIONAL SHIPPING, EVEN WHEN CARRIERS CHANGE ACROSS BORDERS
- ✓ DEDICATED AND ON-BOARD COURIER OPTIONS FOR URGENT, HIGH-VALUE OR CONFIDENTIAL SHIPMENTS
- ✓ END-TO-END LOGISTICS SUPPORT INCLUDING ADVICE AND INTEGRATION TO TRACKING, DELIVERY, AND RETURNS
- ✓ ACCESS TO DISCOUNTED RATES WITHOUT COMPROMISING ON SERVICE OR EXPERT SUPPORT



LOGISTICS TRACKING

CHOOSE THE RIGHT LEVEL OF TRACKING FOR YOUR BUSINESS WITH TOTAL TRACK AND TRACE CAPABILITY.

For today's customers where delivery experience directly impacts brand loyalty, tracking visibility is critical. From basic signed-for services to real-time tracking, we can match you with the right carrier for your requirements and your customers' expectations.

Our broad network includes the world's top mail, parcel, and freight carriers. We help you choose the right one, at the best rate, while ensuring you maintain full control and visibility throughout the delivery journey.

- ✓ **REAL-TIME TRACK AND TRACE ACROSS PARCEL, MAIL, AND PALLET FREIGHT**
- ✓ **MULTIPLE SERVICE LEVELS FROM BASIC CONFIRMATION TO LIVE UPDATES AT EVERY STEP**
- ✓ **AUTOMATED NOTIFICATIONS VIA SMS OR EMAIL**
- ✓ **FLEXIBLE DELIVERY TIME SLOTS TO REDUCE MISSED DELIVERIES**
- ✓ **DEDICATED OR ON-BOARD COURIERS FOR URGENT, HIGH-VALUE OR CONFIDENTIAL ITEMS**
- ✓ **EXPERT GUIDANCE ON SELECTING THE RIGHT PROVIDER BASED ON TRACKING NEEDS AND BUDGET**



PALLETISED FREIGHT DELIVERY

EFFICIENT PALLETISED FREIGHT DELIVERY FOR BULK SHIPMENTS. COST-EFFECTIVE PALLET DELIVERY YOU CAN RELY ON.

Leverage our exclusive shipping rates as a mailing house and fulfilment centre to save time and money while enhancing your customer experience. Let us optimise your shipping.

Whether you're sending a single pallet or full loads, we'll get your shipment there. Choose from road, sea, or air freight with flexible delivery options and competitive rates, thanks to our strong partnerships with top global carriers.

We help you save without compromising speed or reliability. Our consolidation services and buying power mean better rates, smarter routing, and smoother delivery.

Our freight network operates under RHA Terms & Conditions, giving you peace of mind and reliable standards.

- ✓ **ACCESS TO SEA, AIR, AND ROAD FREIGHT OPTIONS
TAILORED TO YOUR BUDGET AND TIMELINE**
- ✓ **DOMESTIC AND INTERNATIONAL COVERAGE INCLUDING
NEXT-DAY, ECONOMY, AND SPECIFIC-DAY DELIVERIES**
- ✓ **SUPPORT FOR ALL PALLET TYPES: MINI-QUARTER,
QUARTER, HALF, FULL, EURO, AND OVERSIZED**
- ✓ **DELIVERY TO ANYWHERE (ACCESS PERMITTING),
INCLUDING AMAZON FBA AND DISTRIBUTION CENTRES**
- ✓ **REAL-TIME TRACKING AND ENHANCED INSURANCE
FOR HIGH-VALUE FREIGHT**
- ✓ **A DEDICATED CUSTOMER SERVICE TEAM AND EXPERT
SUPPORT FROM BOOKING TO DELIVERY**

POSTAL SERVICES

OUR POSTAL NETWORK TRULY REACHES ALL CORNERS OF THE GLOBE, IDEAL FOR DIRECT MARKETING, BULK MAIL AND ECOMMERCE SHIPPING.

Through InterSend you get wholesale access to postal authorities, publication and post press services, and private postal operators. Our buying power ensures large postal discounts can be passed onto customers.

Utilising a licenced service you can rely on Royal Mail's International Business Parcels Returns service from 28 countries with part or fully paid options.

UK BULK MAIL SAVINGS

For high-volume bulk mail (10,000 to over 1,000,000) our buying power allows us to access huge savings for our clients.

DOWNSTREAM ACCESS

A DSA service offers significant discounts by collecting and distributing mail before handing over to Royal Mail to complete the final mile.

ADVANCED LABELLING

Tracking Numbers, Integrated CN22 customs forms and S10 barcode on our labels ensure a smooth process through customs declarations.

PRIVATE POSTAL SERVICES

Beyond Royal Mail, we regularly evaluate private postal services and prices to ensure we can offer the best options for our customers.

ROYAL MAIL DISCOUNTS

Our wholesale savings can be accessed across all services including:

- ✓ TRACKED 24 AND 48
- ✓ 1ST AND 2ND CLASS
- ✓ INTERNATIONAL BUSINESS TRACKED AND SIGNED
- ✓ INTERNATIONAL BUSINESS TRACKED
- ✓ INTERNATIONAL BUSINESS SIGNED
- ✓ INTERNATIONAL BUSINESS STANDARD PRIORITY
- ✓ INTERNATIONAL BUSINESS STANDARD ECONOMY

RETURNS

Returned mail is usually routed directly to us to help clean your data and reduce future costs. For parcel delivery, Special Delivery Guaranteed Returns and Tracked Returns services with Royal Mail mean customers can drop their returns at any Post Office® branch.

A blurred background image of a business meeting. Several people are seated around a table, looking at documents and tablets. The image has a blue tint.

BUSINESS SERVICES

WE SUPPORT YOUR BUSINESS WITH FULLY INTEGRATED PRINT, GIFT & SUBSCRIPTION ASSEMBLY, CONTACT CENTRE, DIGITAL SERVICES, DIRECT MAIL & CUSTOMER COMMUNICATIONS, AND DATA & ANALYTICS SERVICES.

NURTURE. SUPPORT. GROW.

WE COMBINE SMART TECHNOLOGY, OPERATIONAL EXPERTISE AND SCALABLE SUPPORT TO HELP YOU STREAMLINE PROCESSES, IMPROVE CUSTOMER ENGAGEMENT AND DELIVER MORE EFFECTIVE MULTI-CHANNEL CAMPAIGNS.

We act as an extension of your business, empowering you to grow by delivering scalable, cost-effective support.

From start-ups to fast-growing enterprises, our experienced team helps you stay focused on your core strengths while we manage the rest.

We offer comprehensive business support solutions to streamline your operations. Our tailored services are designed to meet your evolving business needs.

- ✓ **DIRECT MAIL AND ECOMMERCE FULFILMENT**
- ✓ **PRINT PRODUCTION AND GIFT PACK /SUBSCRIPTION ASSEMBLY**
- ✓ **LOGISTICS AND MULTI-CHANNEL CONTACT HANDLING**
- ✓ **GDPR COMPLIANT DATA MANAGEMENT**
- ✓ **CUSTOM ONLINE PORTAL CREATION**
- ✓ **FLEXIBLE, SCALABLE SUPPORT FOR RAPID GROWTH**
- ✓ **EXPERT GUIDANCE AND INNOVATIVE PROBLEM-SOLVING**



**PRINT & PRINT
MANAGEMENT**



**SUBSCRIPTION PACK
& GIFT BOX ASSEMBLY**



**CUSTOMER
CONTACT CENTRE**



**DIGITAL PORTALS
& HOSTING**



**DIRECT MAIL &
CUSTOMER COMMS**



**DATA & ANALYTICS
SERVICES**

PRINT MANAGEMENT

WITH DEEP EXPERIENCE IN PRINT PROCUREMENT AND STRONG RELATIONSHIPS WITH TRUSTED UK PRINTERS, WE SECURE PREMIUM PRODUCTION QUALITY AT COMPETITIVE PRICES. OUR SCALE ALLOWS US TO PASS SAVINGS ON TO YOU, WITHOUT COMPROMISING ON QUALITY OR SPEED.

CREATIVE SERVICES

From simple artwork to bespoke packaging concepts, our creative team delivers high-quality design support to tight deadlines.

PERSONALISATION

Using advanced print technologies, we create fast, cost-effective personalised communications that improve engagement and loyalty.

BESPOKE PACKAGING

We produce custom packaging solutions including mailing boxes, gift wrap and eco-friendly paper wrapping for printed media.

SUSTAINABILITY

We provide more sustainable print solutions using environmentally conscious materials while reducing waste wherever possible.

- ✓ ACCESS TO IN-HOUSE INKJET AND LASER PRINTING
- ✓ NETWORK OF SPECIALIST PRINT PARTNERS
- ✓ LITHOGRAPHIC, DIGITAL, SHEET-FED & WEB OFFSET PRINT
- ✓ BRANDED PACKAGING, PACKING NOTES, AND MARKETING MATERIALS
- ✓ BINDING, SPECIAL FINISHES & POST-PRINT SERVICES
- ✓ SUPPORT FOR BOTH SMALL AND LARGE PRINT RUNS
- ✓ SEAMLESS SERVICE FROM SPECIFICATION TO FINAL DELIVERY



SUBSCRIPTION PACK & GIFT BOX ASSEMBLY

WE ENSURE YOUR PRODUCTS ARE ACCURATELY ASSEMBLED, BEAUTIFULLY PACKED, AS GOOD AS IF YOU HAND-PACKED IT YOURSELF. WE RELIABLY DELIVER, CREATING AN END-TO-END EXPERIENCE THAT KEEPS CUSTOMERS COMING BACK.

We supply everything from mail bags, boxes and protective wrapping to bespoke packaging solutions for subscription packs and luxury gift boxes. We also provide lightweight film-wrapping and recyclable paper-wrap solutions for publications, printed items and personalised mailings.

With high subscriber expectations, presentation and precision are everything. Our creative team can help develop branded delivery concepts, inserts and bespoke packaging designs that strengthen your brand and encourage further sales.

- ✓ **FULLY MANAGED GIFT BOX AND SUBSCRIPTION PACK FULFILMENT**
- ✓ **FLEXIBLE SOLUTIONS FOR WEEKLY KITS, SEASONAL PROMOTIONS AND CUSTOM BUNDLES**
- ✓ **GIFT-WRAPPING, CURATED SELECTION PACKS AND BUILD-YOUR-OWN OPTIONS**
- ✓ **SKILLED CO-PACKING TEAM FOR LARGE-VOLUME PROCESSING**
- ✓ **ADVANCED WAREHOUSE MANAGEMENT SYSTEM (WMS) FOR EFFICIENT KIT ASSEMBLY**
- ✓ **REAL-TIME TRACKING, AUTOMATED INVENTORY UPDATES, AND SHIPPING CONFIRMATIONS**
- ✓ **FULL VISIBILITY ACROSS ORDER RECEIPT, PICKING, PACKING, AND DESPATCH**

CUSTOMER CONTACT CENTRE

RELY ON OUR LEADING UK CONTACT CENTRE SERVICES TO HELP YOU ACQUIRE, ANSWER AND RETAIN YOUR CUSTOMERS.

From first contact to post-sale support, our experienced team handles your calls, messages and enquiries with professionalism and brand consistency.

We reduce the need for in-house recruitment, training, technology, office space and staffing costs, delivering a contact service team with minimal outlay and no unnecessary risk to your business.

We provide dedicated landline numbers, fully branded email support and can even manage your social media communications. Acting as a seamless extension of your business, we work closely with you to ensure every customer interaction reflects your brand exactly as you would expect.

Our scalable services include customer acquisition, email response handling, customer service and retention, campaign testing, subscription telesales, inbound and outbound sales support and returns management.

Whether you need short-term assistance or long-term support, our team can step in quickly whenever required with complete flexibility.

Using advanced communications technology, we provide full visibility across every interaction with live call statistics, detailed reporting and CRM integration capabilities. Every call and communication is logged and easily accessible, giving you a fully connected and transparent customer contact solution.

- ✓ INBOUND/OUTBOUND CALLS, EMAIL HANDLING AND SOCIAL MEDIA RESPONSE
- ✓ LEAD GENERATION, APPOINTMENT BOOKING AND SALES CONVERSION
- ✓ MARKETING CAMPAIGN FOLLOW-UPS AND CLIENT REACTIVATION
- ✓ PAYMENT PROCESSING, TRACKING UPDATES AND RETURNS SUPPORT
- ✓ ADVANCED CALL SCRIPTING ALIGNED WITH YOUR BRAND TONE
- ✓ QUICK ADAPTATION TO NEW PROJECTS OR CHANGING REQUIREMENTS



DIGITAL PORTALS & HOSTING

UNLOCK ONLINE SALES GROWTH WITH SECURE, SCALABLE, DIGITAL PAYMENT PORTALS, TAILORED TO YOUR BUSINESS.

We design, build, and host secure digital payment portals that help you quickly sell online. Whether you need a full-scale eCommerce platform or a simple, branded solution for one-off sales, we've got you covered.

All solutions integrate seamlessly with our Warehouse Management System (WMS), ensuring fast and efficient pick, pack and delivery services and full visibility from page view to doorstep.

Our digital portals offer flexible, feature-rich tools to help your business thrive online.

We deliver a solution that fits – secure, efficient and tailored to your goals.

- ✓ ACCEPT ONE-OFF OR RECURRING PAYMENTS WITH EASE
- ✓ FLEXIBLE BILLING OPTIONS TO SUIT YOUR CUSTOMERS
- ✓ INTEGRATE WITH EXISTING IT SYSTEMS OR USE AS A STANDALONE SOLUTION
- ✓ REAL-TIME REPORTING FOR CLEAR SALES INSIGHTS AND FORECASTS
- ✓ 24/7 SUPPORT FOR ALL HOSTED PORTALS
- ✓ BUILT-IN TOOLS FOR UPSELLING, BUNDLING AND PRICING MODEL EXPERIMENTATION
- ✓ EXPERT GUIDANCE FROM SETUP TO LAUNCH

DIRECT MAIL & CUSTOMER COMMUNICATIONS

**OUR INTEGRATED DIRECT MAIL
AND PRINT SOLUTIONS ENABLE
YOU TO COMMUNICATE MORE
EFFECTIVELY WITH YOUR
CUSTOMERS THROUGH TARGETED,
DATA-DRIVEN CAMPAIGNS.**

By combining print management, international mailing expertise and GDPR compliant data processing, we help you improve campaign performance while reducing wastage and operational inefficiencies.

We deliver millions of mailshots, marketing materials and publications around the globe every year. We hit the tightest of deadlines with industry-leading accuracy and timely delivery, keeping you updated at every stage.

- ✓ **IMPROVE RESPONSE RATES THROUGH BETTER TARGETING**
- ✓ **REDUCE WASTAGE & MAILING COSTS**
- ✓ **DELIVER CAMPAIGNS FASTER & MORE EFFICIENTLY**
- ✓ **ACCESS INTERNATIONAL DELIVERY EXPERTISE**
- ✓ **MANAGE CAMPAIGNS WITH ONE TRUSTED PARTNER**



DATA & ANALYTICS SERVICES

WE TRANSFORM YOUR CUSTOMER DATA INTO ACTIONABLE BUSINESS INSIGHT.

Through audience segmentation, analytics, reporting and database management, we help you better understand customer behaviour, improve acquisition and retention strategies and make faster, data-driven decisions that increase operational efficiency and return on investment.

Let us help you structure, manage and grow your data, leaving you to get on with growing your business.

- ✓ BETTER UNDERSTAND CUSTOMER BEHAVIOUR
- ✓ IMPROVE ACQUISITION & RETENTION PERFORMANCE
- ✓ MAKE FASTER, DATA-DRIVEN DECISIONS
- ✓ REDUCE INEFFICIENCIES & DUPLICATION
- ✓ INCREASE ROI ACROSS MARKETING & OPERATIONS

DRIVEN BY OUR VALUES

UNDERPINNING EVERYTHING WE DO
ARE FOUR GUIDING PRINCIPLES; ALL
OF WHICH CONSIDER THE NEEDS OF
OUR CLIENTS FIRST AND FOREMOST.



SERVICE EXCELLENCE

Client focus is at our core. We listen, adapt, and deliver exceptional service tailored to your needs.



TOTAL FLEXIBILITY

Every business is unique, so we adapt to yours. From quick deliveries to custom eCommerce solutions, our service is fully flexible.



SHARED PASSION

We share your passion and commitment. Our goal is to deliver your hard work safely to consumers, efficiently and cost-effectively.



UNRIVALLED EXPERTISE

We deliver expert solutions, every time. As an extension of your team, we prioritise trust and reliability.



SUSTAINABILITY & RESPONSIBILITY

WE ARE COMMITTED TO SUSTAINABLE AND RESPONSIBLE OPERATIONS.

We continuously work to reduce waste, improve recycling initiatives, optimise transport efficiency and support environmentally responsible fulfilment and mailing practices.

By helping you reduce unnecessary print, distribution and operational waste, we believe efficiency and sustainability can work together to support smarter long-term growth.

- ✓ REDUCE WASTE THROUGH RECYCLING & RE-USE
- ✓ MINIMISE ENVIRONMENTAL IMPACT & ENERGY USE
- ✓ COMPLY WITH ENVIRONMENTAL REGULATIONS
- ✓ PROMOTE SUSTAINABLE WORKING PRACTICES
- ✓ USE ECO-FRIENDLY MATERIALS WHERE POSSIBLE
- ✓ WORK WITH ENVIRONMENTALLY RESPONSIBLE PARTNERS





PART OF THE INTERGO GROUP

INTERGO COMBINES SPECIALIST EXPERTISE ACROSS SUBSCRIPTION MANAGEMENT, FULFILMENT, LOGISTICS, RETAIL DISTRIBUTION, CUSTOMER COMMUNICATIONS AND DATA ANALYTICS TO CREATE ONE INTEGRATED GROWTH PLATFORM FOR YOUR BUSINESS.

CORPORATE RESPONSIBILITY



THE INTERGO GROUP ARE PROUD TO SUPPORT SELECTED CHARITIES ALONGSIDE OUR CONTINUED SUPPORT FOR NEWSTRAID.

NewstrAid aims to provide welfare for people who are, or have been, employed in the selling and distribution of newspapers and magazines in the UK and who find themselves in hardship. The charity has been running for over 180 years and was first founded in 1839. InterGo takes responsibility for the management of the Surrey and Sussex area.



PARTNERING WITH US

ONE INTEGRATED PARTNER. FLEXIBLE SUPPORT. SMARTER GROWTH.

No project is too big or too small, contact us today to see how partnering with InterSend can help empower your business.

Call us on +44 (0) 1293 312001 or email getintouch@inter-send.co.uk.



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