

IT'S NOT JUST HEAR SAY



What I look for in choosing a provider:

Flexibility: The FMCG industry is what it says it is – fast moving, therefore my number one priority is finding a provider that has the will and capability to change direction at a moment's notice.

Systems: A provider must have a strong systems capability, both in terms of the platform itself but also the calibre of the people who ensure the system works. Poor systems and management can result in significant losses, either in terms of not being able to deliver the stock correctly or in the loss of man hours then required to make up for a gap in capability.

Account Management: Having a dedicated resource that will always pick up the phone and spend time getting to understand your needs is invaluable.

Experience: Our customers all have different requirements, and having a third party logistics provider that has experience of operating across the range, from independent wholesalers to the big four grocers can make a significant difference to both service levels but also cost to serve.

The stand out part for me of working with RCS Logistics so far is their openness to investigating and trialling new ways of working to improve service levels and supply chain efficiencies. They understand the importance of a service underpinned by strong systems capability, whilst not forgetting the need to maintain strong relationships with their customers through dedicated account management structures.



HEAD OF OPERATIONS

“ A storage provider does not only store and distribute goods but also acts in partnership with your business. We are just entering into our fourth year with RCS as our 3PL provider as our brand is represented with the respect our valued customers deserve. RCS have a wealth of experience and with their personalised support we are confident our business will continue to grow. ”

OPERATIONS MANAGER

“ In the last five years that I have worked with RCS, I have thrown many challenges their way which they have embraced wholeheartedly. They have identified solutions to support the operational changes as well supporting the significant increased sales which they have been able to handle. They are very flexible and reliable. I converse regularly with my Contract Manager and my Contract Co-Ordinator who have both reacted well to issues and where required change the process documents; as well as proposing solutions to help reduce my costs. ”

ASSOCIATE DIRECTOR

“ Right from the start, RCS Logistics impressed us with their efficient, professional manner – an approach that not only inspired confidence, but generated the results we were looking for. We needed an effective home delivery service and by partnering with RCS, Ontex has been able to provide a high quality home delivery service that has the end-users’ needs in-mind. ”

UK OPERATIONS MANAGER