

The necessary skills required to enter these alternative sales channels can place a strain on an organisations core business focus. Our international experience demonstrates that we understand each organisation will have different challenges and requirements in managing product returns, surplus or obsolete inventories. That is why we also provide a range of services to compliment our Solutions, to help recapture quick and higher financial returns. These services include:

Logistics & Inventory Management

- *Dedicated warehousing and Pan European high volume fulfillment facilities
UK/IRL, Germany, Spain and France*

Clients can be assured of efficient, accurate and timely customer order fulfillment to end users. End customers also have the ability to trade, trace and receive pre-alerts on the products which they order in their locally selected language.

E-channel Management and Promotions

- *Brand managed high volume and velocity auction management*

We have excellent relationships within the e-Marketplace and our Clients benefit from our ability to conduct high velocity auctions, achieve attractive prices and maximise sales volume. Clients can also expand their sales channel from having Luzern design, promote, manage and fulfill branded or Pseudo branded eStorefronts. All activities are supported by targeted promotional activities

Customer Service

- *A great customer experience is the key to the development of our Clients new e-Channel success*

Luzern goes to great lengths to ensure consumer satisfaction is not only met, but also exceeded. Our process ensures that the end customer is kept informed at every stage of their purchase transaction.



Value Add Processing Services

- *Maximising financial recovery across a range of value adding options*

We bring used product back up to a like-new condition to recapture the maximum value from sales of these products. Our web-based reporting and key metric feedback system enables us to ramp up the pre-sale services efficiently and quickly. Our in-house processing capabilities include:

- Product testing and filtering
- Product repairs and light refurbishments
- Re-kitting
- Repackaging
- Promotional tools for example "cash-backs", product bundling or trade-in programs.

Sales Strategy

- *Our solutions are tailored made for each Client*

A dedicated team is assigned to each Client to understand the Client's objectives, analyse the product categories and develop a focused sales strategy to sell the products successfully.

Client Benefits:

- Reduced logistics cost, repair cost, resource and administration cost
- Increased pool of products to sell on a monthly basis
- Avoidance of product price degradation
- Customised data collection on product quality
- Quick turnaround to re-market products
- CRM data capture
- Client can focus on own in-house core activities
- Additional opportunities for Client to up-sell / cross sell



CONTACT US

For more information on how Luzern Solutions can provide financial value-add to your company contact us on:

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