



# DX Fulfilment

Dynamic solutions built around your supply chain.

» DX Fulfilment. **Dynamic Solutions.** Delivered Exactly.



# What today's consumers expect and your operation must deliver.



Every order your customer receives reflects your brand reputation. Behind that simple moment sits the reality of running a supply chain with limited time, rising expectations and pressure on every part of your operation.

Stock needs controlling.  
Orders need to be right first time.  
Deliveries must arrive when promised.

And all of this has to remain consistent even when demand changes or peaks intensify.

DX Fulfilment supports businesses managing exactly these pressures. We bring warehousing, fulfilment and delivery together under one accountable partner, offering a service model shaped around the way your business runs and the brand experience your customers expect.



# What is DX Fulfilment?

## Delivering precision through partnership.

DX Fulfilment brings together warehousing, integrated logistics and dedicated transport under one accountable partner. The service is built around how your business runs, giving you a practical and scalable model that supports growth without unnecessary complexity.

In simple terms, we store, pick, pack and manage your orders through one partner, with delivery built in.

We work alongside your teams, bringing solution design expertise and executive guidance where it adds value. The focus is simple: shaping a fulfilment model that fits your business, your customers and the way you operate.

You gain a model designed to give you:

- › **One accountable partner across every stage** removing the confusion, cost and delays that come from juggling multiple suppliers.
- › **Fewer hand offs and quieter operations** so problems reduce and your teams spend less time managing issues and chasing updates.
- › **Confidence serving both B2B and B2C customers** without needing different providers, processes or contacts for each route to market.
- › **National reach with local accountability** giving you access to scale while still dealing with people who know your operation.
- › **Service levels that are defined, measured and reviewed** supporting improvement so performance is not left to chance, and you always know where you stand.
- › **A team who deals with issues early**, protecting your customers and reducing pressure on your internal resource.



# What we deliver

Whatever your customers order, we'll manage the movement of goods from manufacture to doorstep.

## » Warehousing

Your stock needs an organised, well-managed environment that supports day-to-day activity without adding pressure to your teams. Our warehousing provides the space, control and reporting needed to keep inventory accurate and operations running smoothly, whatever your volumes or product mix.

- » Flexible storage space that adapts to your changing volumes.
- » Stock management live visibility with exceptional inventory accuracy.
- » Inventory control routine checks to prevent errors and gaps.
- » Routine reporting regular updates aligned to your operation.
- » Support for regulated environments processes suited to sensitive or controlled products.

## » Contract Logistics

Contract logistics demands accuracy and consistency at every stage. Our teams focus on getting each order right first time, supported by experience across UK sectors. Whether serving retailers, commercial sites or homes, products are prepared with care to protect service quality and customer experience.

- » High-accuracy pick and pack precise handling for each order.
- » Value-added options rework, co-packing, kitting, product preparation and customer-specific setup where required.
- » B2B and B2C capability support for all routes to market.
- » Secure handling suitable for high-value or sensitive items.



## »» Transport & Delivery

Moving goods to customers should be straightforward. With access to all DX networks and dedicated transport where required, you benefit from one joined-up offer covering commercial sites, retail partners and residential delivery, including secure and specialist movements.

- » Access to all DX networks parcel, freight, secure and two-person services.
- » Dedicated transport options including customer-liveried fleet.
- » Specialist and secure movements support for products with specific requirements.
- » Delivery to all end points businesses, retailers and residential addresses.

## »» Visibility & Control

Information should support decisions, not slow teams down. Our portals and reports provide visibility of stock, orders and delivery progress. System links are managed by DX, with API and integration options available where needed.

- » Customer portals status of stock, orders and activity.
- » Automated reports regular performance updates.
- » ETA notifications delivery timing to support your customer communication.
- » System links managed by DX with API and integration options available to keep the process simple for your teams.



# How the Process Works

## 1 Understanding your operation.

We spend time with your teams to learn how your supply chain runs, where the strain sits and what your customers expect. This builds a strong picture of the service your business needs.

## 2 Designing the right solution.

Using this insight, and drawing on our experience across multiple sectors, we build a fulfilment model that fits your operation, supporting accuracy, service performance and the way your customers order and receive goods.

## 3 Setting up the tools and information you need.

Our in-house specialists handle the set-up work, including any system links required for orders, stock or delivery status. We keep this simple to avoid disruption to your teams.

## 4 A stable and supported go-live.

Your new model is introduced through a structured plan. Warehousing, fulfilment and delivery services move across smoothly, supported by our implementation teams.

## 5 Working together day to day.

You have named contacts, defined service measures and regular reviews. Issues are surfaced early and addressed quickly to protect your customers, with continuous improvement delivered as standard.

## 6 Delivered Exactly.

Continuous improvement methodology means accuracy and service remains a key focus. Your teams gain confidence and your customers receive the experience your brand promises at every stage.





# Why choose DX Fulfilment?

## What matters most when you choose a logistics partner.

Choosing a logistics partner is about trust and control. You need confidence that the service will perform day in, day out, and that issues will be dealt with before they reach your customers. DX Fulfilment brings experience, discipline and accountability to protect your business and your brand.

What you can count on:

- Consistent delivery performance across national networks.
- Expertise in regulated, secure and time-critical sectors.
- Long-standing customer relationships across the UK and Ireland.
- Named contract management and service reporting.
- Practical improvements that reduce operational pressure and cost.
- A structured approach to onboarding and growth.
- Providing scalability and growth for your business with expertise on achieving propositional change and development.

Stock Accuracy  
**99.9%**

OTIF  
**99%**

**110+**  
locations across  
the United Kingdom  
and Ireland

Over  
**2,300**  
vehicles on the  
road daily

Over  
**92**  
**million**  
deliveries each  
year

**5**  
**decades**  
of operational  
experience



## Experience that strengthens your operation, whatever sector you're in.

Logistics may vary by sector, but the impact of failure is always the same. Delays, stock issues and service breakdowns quickly reach your customers and your brand.

DX Fulfilment supports businesses operating in environments where standards are set by customers, regulators and commercial reality. Our teams understand those expectations because we work across a wide range of sectors every day.

By bringing warehousing, contract logistics and delivery under one accountable partner, responsibility sits in one place. That reduces complexity for your teams and provides the consistency your business relies on.

### Let us take pressure off your supply chain.

If you're reviewing your current logistics model or planning for growth, our team is ready to talk. We'll help you assess where DX Fulfilment can support your business and where you'll see the greatest impact.

#### Contact

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