

Harrods Ltd

Posthub provide Harrods with excellent customer service and operational support

Posthub have been working with Harrods Ltd since March 2021 helping them distribute approximately 500,000 magazines and printed promotional material to cardholders and customers.

Paul Brady, the Production Operations Manager at Harrods Ltd states:

“It is always a challenge changing suppliers, however Posthub have made this transition as painless as possible.

The main reason for making the change was to attain cost savings, however we have been struck with the **level of professionalism** shown by Posthub and have had very few issues to deal with.

Undoubtedly, **response times have improved**, however the most noticeable change has been the professionalism shown when we have introduced change and essentially Posthub have simply **planned and adapted for the change** and as importantly ensured everything is working as it should afterwards. This has allowed us to spend more time doing the things we should be doing and running our business.

6 months into the contract, **all deliveries have been made successfully.**”



Excellent customer service and also operational support, which has meant for a smooth and seamless transition from our previous DSA provider.

Whilst we hadn't necessarily planned to move our business as promptly as we did, we are delighted we did so as it has given us greater flexibility as well as cost savings.

Also and as importantly, it has given us the confidence that when we make any operational changes which affect our mailings, we know that Posthub are able to work with us and help us achieve our goals with little fuss and a “can do” attitude without necessarily quoting additional costs and contract clauses. It's a real breath of fresh air!

I would have no hesitation in recommending Posthub to any business in need of postal services in future.



Paul Brady, Production Operations Manager, Harrods Ltd

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