

Initial Engagement Process - Overview

At Principal Logistics Technologies our aim is to deliver expert advice on your warehousing and supply chain operation requirements. These are the tried-and-tested key steps we follow in our sales journey in order to ensure delivery of the best possible solution aligning to your business goals

#1: Introduction

Once we receive your enquiry, an experienced warehousing expert will contact you and organise an initial phone call to gain a better understanding of your requirements.

#2: Budgetary costs

From this initial call we will provide a follow up email, with estimated budgetary costs.

#3: Key stakeholder presentation

A bespoke presentation based on our understanding of your requirements will take place. This will include our business profile and how we can address your requirements and enhance your operation along with case study evidence.

#4: Onsite warehouse walk-through (with lead consultant)

A walkthrough will take place to establish more exacting requirements (e.g.: operational design, site constraints, etc.). We will introduce you to the lead consultant who would eventually head the project. This way you familiarise yourself with the team, ensuring their understanding of the proposed project from the onset.

#5: Solution design phase

While billable, we come onsite and conduct Functional Solution Requirements, documenting and presenting our findings.

#6: Installation, configuration, testing, training and go-live management:

After pricing has been agreed and contracts signed, our service delivery team will work with you to design and install your new solution as quickly and efficiently as possible ensuring minimal business disruption.

#7: Post go-live

After an agreed level of intensive post deployment support, your site will be handed over gradually to our Business Support Team who will provide you with technical information about your service and support procedures, contact numbers and escalation procedures. Thereafter your service will be managed by your dedicated Account Manager in conjunction with our Business Support Team.