

"I have been using Linnworks for several years now and have seen the company grow. The staff are very friendly and always happy to help. They are always available should any issue arise and most of the time they can fix the problem via remote access within a matter of minutes. Overall the system is very comprehensive and I would recommend it to all."

Chris, TELComponents Managing Director



## Company Overview

TELComponents have been an expanding retailer and wholesaler of mobile phone parts and accessories for over 3 years. At the moment the company is helping to keep the environment green by selling a large range of graded parts from 14-day returned handsets. This allows TELComponents to ensure that products sold to their clients are always 100% original.

The company prides itself on providing their clients not only with smooth transactions and prompt delivery, but also with customer satisfaction, which is extremely important to TELComponents team.



## Situation or Problem To Be Resolved

TELComponents realised that in order to become more efficient and save time while dealing with orders from labels to stock control, they needed a system which would allow to automate these key processes and handle their operational requirements, such as integration with eBay and the company's own web-site.



## Solution

With Linnworks, TELComponents were able to control all selling channels within one centralized inventory and stock control system, which automatically updated stock levels across its web-site and eBay, thus preventing any overselling scenarios from taking place.



## Why Linnworks?

The Linnworks System gives its users remote access from anywhere in the world to aid employees as and when necessary, as well as allowing the processing of highly sophisticated packaging types. It allows "the packer" to know exactly what parts need to be packed in which order and in what specific types of packaging. These are just a few of many features which were achieved with the help of the Linnworks System.

Linnworks system helped TELComponents to speed up the time spent on stock counts, web-site data input and postage prices. It enabled TELComponents to focus on other projects while the sales were coming in, and required very little time to pack and process orders, especially with the aid of a barcode scanner.

TELComponents is now in the process of arranging another two web-sites for their business, which will also be integrated into Linnworks system.

## Going Forward With Linnworks

Chris, Managing Director of TELComponents suggested that improved speed of synchronization and Integration with more bespoke modules as well as releases of individualised ones will be great news to all potential and existing clients.

Additional news and information about Linnworks can be found on [www.linnworks.com](http://www.linnworks.com) or [www.linnlive.com](http://www.linnlive.com)