

Stuck in a Jam: How one of London's Finest Gourmet Jam Makers was able to increase Efficiency

"It was important to find a trusted delivery partner - Brisqq is a true extension of us."

Based in Bermondsey, England Preserves practices the time-honoured tradition of making jams by hand - crafting a collection of artisan conserves for local farmers' market stalls, premium retailer shelves, and gourmet restaurant menus.

England Preserves enjoys a large customer base that orders regularly and appreciates the option to receive their products on the same day (in a particular time-slot). This makes a reliable logistics partner an integral part of the company's success; however, the jam maker's existing courier was not living up to its standards.

The Problem:

Booking deliveries was excessively time-consuming, impacting England Preserves' efficiency and making it near impossible to fulfil last-minute customer orders. To make matters worse, it was not unusual for customers to call up to complain about delayed, missing, or damaged deliveries.

The Solution:

England Preserves knew that it needed a new logistics partner - one that it could trust to carry its labour of love through to its customers - and it chose Brisqq.

Brisqq's intuitive, web-based interface enables England Preserves to schedule deliveries in just 60 seconds, and customers can specify an hour timeslot for guaranteed delivery, same day or on any future date. This streamlined process saves valuable time, unlocking unprecedented efficiency gains.

The Result:

Working as an extension of the England Preserves brand, Brisqq applies the same level of care in delivering jams as England Preserves puts into making them. As a result, customer satisfaction is soaring and complaints are a thing of the past.

With its products safely moving around London via Brisqq's platform, England Preserves can fully focus on doing what it does best - making the finest jams for customers across London - without having to worry about the delivery process.

"The service we received was beyond expectation."

BRISQQ.

ENGLAND  PRESERVES