

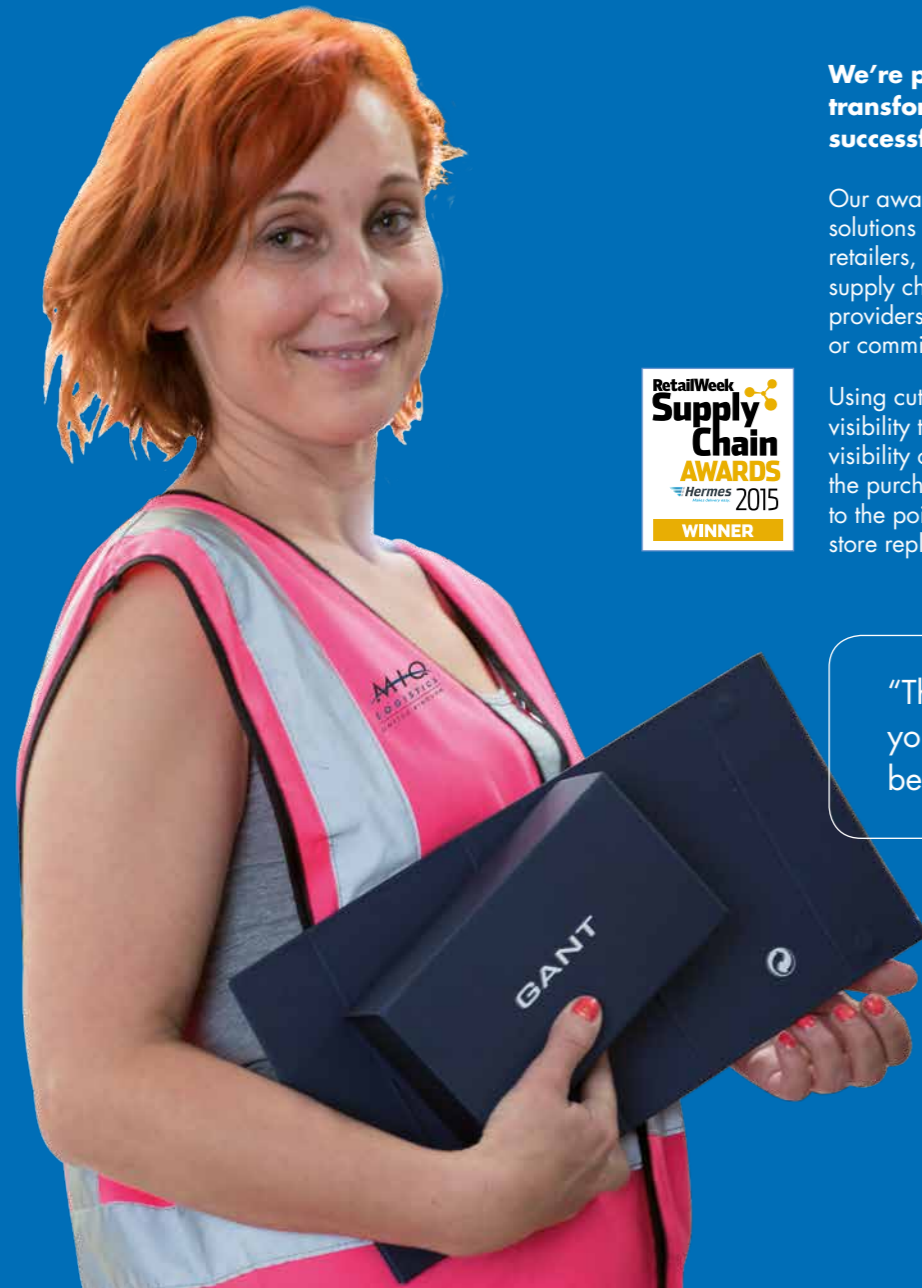


MIQ
LOGISTICS
UNITED KINGDOM

Making good
fashion retailers
great global
brands

fashion
SUPPLY CHAIN

CREATING SUCCESSFUL FASHION SUPPLY CHAINS



We're partnering some of the most exciting and ambitious brands in the fashion industry; transforming their end-to-end supply chains, aiding business growth and supporting successful entry into international markets.

Our award-winning international supply chain solutions are uniquely designed for SME brands and retailers, enabling access to performance driven supply chains at a level where larger service providers would require guaranteed minimum spend or committed volumes.

Using cutting-edge technology, with web based visibility tools providing customers with full global visibility of their inventory to SKU level; from placing the purchase order, through international transport, to the point of customer order fulfilment or store replenishment.

MIQ's dedicated retail logistics centres are specially configured to receive, quality inspect and scan-in boxed and hanging product for real-time inventory visibility.

Robust, proven storage and handling and distribution processes, which flex with demand, maintain optimum performance, thus managing all wholesale, retail and e-Commerce requirements; Retail logistics solutions range from simple pick and pack operations, through to complex, fully integrated e-fulfilment processes.

"They really work for you. They don't take their model and say this is it, you need to fit in with us. It's the other way round with MIQ. They do things bespoke for you"

GREAT FASHION PEOPLE

DEDICATED TEAMWORK

Glamorous and fast-changing, the fashion industry is uniquely challenging.

With typical sourcing and manufacturing lead times within the fashion industry of one to three months, optimising product flow through the supply chain to meet omni-channel demand is critical.

MIQ's international supply chain team, together with colleagues at origin, are familiar with all primary sourcing regions and know many of the leading vendors. They have a deep understanding of the fashion sector and the challenges it faces, in creating fragile supply chains that drive efficiency and flex to meet demand, across every channel.

We start with your dedicated supply chain team.

By maintaining the integrity of your account team, you get consistency in service and we build our understanding of your business and how we can help you most effectively.

Our commitment is always to plan and avoid potential shipping problems, pro-actively resolving any issues that may adversely affect our clients supply chain performance.

We start by getting a clear picture of your strategy, vendors, products, customers and channels, to see where processes may be improved, efficiencies introduced and cost stripped out.

Through daily handling of your products, performance reporting and regular reviews, we ensure your satisfaction and continue to develop our partnership.

"Continuity is so reassuring. The tender team also implemented the 'Go Live' project and - unchanged - are the same team that look after us now"



WITH YOU ALL THE WAY

"What do you want, how can we help, how can we make things easier for you? These are MIQ questions': It's very proactive"



INTELLIGENT SUPPLY CHAIN
 From the High Street to the internet, from apps to mobile, omni-channel retailers and brands are multiplying the ways they transact with customers.
 Sourcing far away offers cheaper costs, but with visibility and traceability challenges, whereas, near-sourcing offers a faster manufacturing response, at higher cost.

Managing order lead times, freight management, stock availability, pick accuracy and service reliability have never been so critical.

In this challenging, multi-channel market, an effective, agile and responsive supply chain becomes a competitive advantage.

MIQ international supply chain team are experienced in working with SME brands and retailers.

Delivering solutions which are designed for SMEs; cutting costs, raising service levels and growing the business in domestic and international markets.

Intelligent Supply Chain represents an all-embracing service, providing visibility and control from source and manufacture, through to arrival and embracing, when appropriate, retail logistics and eCommerce management.

SUPPLY CHAIN CONTROL
 Technology is an integral component in effective supply chain management and our web-based system - PowerView - is an incredibly powerful tool, which provides fashion brands and retailers with complete visibility and control of their global supply chain.
 Visibility of all your global shipments through a single source

- Purchase order management
- Origin Management
- Vendor Management
- Real-time status updates direct from carriers
- Transportation Management
- Destination Management
- Integration with retail logistics and WMS
- Exception management
- Bespoke, standard and ad hoc reporting



Add Thomas Pink logo



FRENCH CONNECTION

Jenny Packham

Phase Eight

GANT

Seraphine

long tall sally



GOOD TO GO

RETAIL LOGISTICS

Our retail logistics services are entirely bespoke, to match each customer's unique requirements; ranging from simple pick and pack operations through to complex, fully integrated e-fulfilment processes.

Pre-retail processing services ensure that your garments arrive in pristine condition and ready for immediate sale.

- Quality checks and remedial works
- Integrated e-commerce solutions
- Pick/Pack
- Bespoke packaging solutions
- Fully equipped for hanging garments
- Automated garment rails
- Capacity for handling large through put of products
- Kimballing, re-labelling, pre-retail sorting and return logistics services
- Fully secure access controlled facilities
- Returns management



MIQ order fulfilment systems integrate with your online store, to capture order data and identify important touch-points in the supply chain, to remove inefficiencies and safeguard your customer delivery promise.

Our in-house call centre, is available to act as your customer service agent: Security vetting online orders, providing shopper assistance, dealing with order issues, answering customer questions and returns or delivery enquiries.

As part of our eCommerce offering we provide a personalised packing service that offers your online customers a beautifully presented product, that can be wrapped in tissue paper, inserted in special outer packaging, that can incorporate a personalised gift card or letter.

RETURNS MANAGEMENT

While a simple returns process will encourage purchases and enhance customer satisfaction, it is also a potential financial black-hole.



Effective management of product returns is an increasingly critical process which, if planned and operated correctly, can have a positive impact on the bottom line.

We remove the burden of dealing with product returns from you, using our expertise and resources to improve net asset recovery rates, secure cost savings and generate income.

Where the stock is no longer required for sale locally we can assist with disposal through a re-export programme, which can return 75% of RRP, or through destruction.



WHAT OUR CLIENTS SAY

Seraphine

Seraphine's designs are worn by pop stars, actresses and celebrities, including the Duchess of Cambridge.

Seraphine's complete end-to-end supply chain has been transformed by MIQ Logistics, with improvements delivered at every step of the supply chain.

From order creation and effective vendor management, to consolidation planning and shipment management, solutions have been developed for the critical areas of supply chain visibility, logistics operations, inventory and export management.

Seraphine now have global visibility and control across their supply chain at SKU level, in addition to real-time inventory visibility and seamless omni-channel order fulfilment: a critical capability, in fulfilling Seraphine's export growth strategy.

“MIQ Logistics give us the freedom to concentrate on growing Seraphine, confident that our supply chain will always deliver.”

Anju Mahbubani
Operations Director

Phase Eight

Phase Eight is a leading British womenswear designer clothing brand.

Breaking international retail markets is notoriously difficult and opening a store represents the most resource-intensive, requiring serious investment.

Which is why only 13% of exporting retailers are prepared to risk opening their own store, when entering a new market.

MIQ reduced risk for Phase 8's potential move into Asia, by leveraging local resources across Asia; to set up and manage pop-up stores, while Phase 8 assessed market conditions.

MIQ Logistics absorbed the legal, financial and operational burden, which meant that investment and risk of entering these new markets were reduced by 50%.

“Partnering with MIQ Logistics for almost 20 years, has left us free to focus on our business and growth strategy, in the UK and globally”

Lee Harlow
Managing Director

Egham

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Intelligent
SUPPLY CHAIN