

OUR CUSTOMERS' JOURNEY

Here is a taste of what to expect when you become a customer of Latcham Direct.

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We strive, through good sales and marketing, to build relationships with companies like yours so that when you become a customer, we understand each other.

We can provide advice during every stage of your campaign, acting as a trusted partner, working closely with you and your other suppliers to deliver a quality service.

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Once you become a customer, you will be part of our onboarding process and will be introduced to those involved in the delivery of your campaign. You will also receive a personalised welcome pack!

There will be at least two people assigned to support your account; typically one from our Sales team and one from our Client Services department who will take responsibility for keeping you informed throughout the delivery process.

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Once your data has been securely transferred to our specialist Data Processing team, it will be reviewed, managed and enhanced as required.

Once we have received your artwork, we will create proofs and ask for approval before anything is printed.

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Our specialist Print Management team can supply a wide range of printed items and advise on the best stock & prices, working within your brief.

Our Data Services team will work closely with your Account Manager to deliver digital campaigns, testing throughout development.

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We will deliver quality print whether it be a straightforward mailing, or a highly personalised, multi-variant campaign.

Latcham Direct can also manage the archiving, warehousing, fulfilment and mailing of your campaign, achieving postal discounts.

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It does not end there; we will always want to understand how successful your campaign was, working with you to support your future campaign needs.

CONTACT US



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