



DIAMOND FULFILLMENT  
SOLUTIONS

# A LEADER IN Custom Fulfillment Services

## Diamond Fulfillment Solutions

Since 1983, we have provided customized fulfillment and print solutions. From small e-store retailers to Fortune 500 marketing teams, we partner with our clients to ensure they can reach their business objectives. We provide high levels of customer service and customized solutions. We foster long-lasting relationships while always looking for new opportunities to help our customers succeed.

Clients rely on us for technology-driven solutions. During the past year, we've made major enhancements to our DiamondAxxess™ platform. This proprietary order entry and reporting portal utilizes responsive design, so it is easy to access from mobile devices as well as any web browser.

DIAMOND  
*Axxess*™

We deliver innovative and customized fulfillment solutions. We are passionate about helping our customers look great!

OUR FLAGSHIP SERVICE  
Fulfillment and Distribution

CORE SERVICES  
Print Management, Custom Kitting  
& Assembly and Call Center Services

OUR FOUNDATION  
Dedicated Account Teams  
and Advanced Technology

## Highlights



Fulfillment services customized to your specific needs – everything from receiving, storage and pick & pack to shipping.



We cater to your print needs, from large volume print runs to customized one-off print jobs.



Leverage our webstore technology or we'll integrate directly with your inventory system.



We're responsive because your business needs it -- 99.9% of rush orders are processed same day.



We're partners in your business, working to find the best solutions for your needs.

Contact us today  
to learn more!

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# Why Partner With Us? —————>

## ORDER ACCURACY AND SPEED OF FULFILLMENT

Highly sophisticated and customizable proprietary web-based interface, which offers flexibility and faster order turn-around time.

## COMMUNICATION AND RESPONSE TIME

Our team-based account management strategy ensures reliability and responsiveness on every project.

## SYSTEM INTEGRATIONS

We can integrate into any existing system, including Salesforce, Veeva Vault, Shopify, Amazon and more.



# Our Services —————>

## Fulfillment & Distribution



We offer highly customized solutions that few other vendors can match. We provide a variety of fulfillment services, including FDA registered fulfillment, drug sample management and distribution, direct-to-consumer product fulfillment, bulk mail processing, and custom kitting services.

## Print Management Solutions



We use industry leading technology to deliver value to your marketing programs. Variable print on demand (POD) services deliver highly targeted and timely materials while reducing cost and waste. Our integrated POD capabilities give your marketing and sales department extensive options for customization.

## Custom Kitting & Assembly



This is one of the core services offered by Diamond Fulfillment Solutions. From building kits to personalized direct mailing campaigns, we assist companies of all sizes with their assembly needs. Whether your kit functions as a simple sales booklet, or involves complex assembly with elegant wrapping, we're able to accommodate your needs.

## Call Center Services



We know that remaining competitive, improving customer service and overall efficiency are your top priorities. We offer a number of inbound call center support services including customer service, order taking and helpdesk troubleshooting.



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