



TRANSFORMING LOGISTICS THROUGH INNOVATION

Through strategic technology investments, LTS Global Solutions is improving operations and delivering faster, smarter logistics services.

In logistics, staying ahead means embracing change.

Even the smallest operational improvements can create a ripple effect —saving time, boosting productivity, and elevating client service.



LTS Global Solutions

Driven by Partnership Trust and Passion

Established in 1999, LTS Global Solutions has always strived to deliver exceptional logistics and supply chain services.

With a presence in the UK and Hong Kong, LTS provides a wide range of services, including warehousing, freight forwarding, and 360-degree fulfilment.

Key Services:

- Supply Chain Management
- Freight Forwarding
- Warehousing & Fulfilment
- Transport

THE CHALLENGE

Scaling a Global Business

As LTS Global Solutions continued to grow, we faced a series of operational challenges that hindered our ability to provide seamless service to clients.

Managing increasing client demands and maintaining efficiency became more difficult due to several key issues:

Fragmented Data



Information was scattered across multiple systems, making it difficult for teams to quickly access the data they needed.

Manual Processes



Routine tasks, such as managing client queries and tracking shipments, were time-consuming and prone to delays.

Lack of Collaboration



Without a unified system, teams struggled to collaborate effectively, impacting service speed and accuracy.

THE TECHNOLOGY SOLUTION

To overcome the challenges we faced as we scaled, LTS partnered with BuddyCRM to implement a custom-built CRM system.

This collaboration helped us streamline workflows, integrate our processes, and enhance overall efficiency.

Our new system allows us to:

Centralise Client Data

We now have real-time access to all client interactions, enabling faster, more accurate responses.

Automate Processes

Routine tasks like client queries are now automated, saving time and improving efficiency.

Integrate Systems

Our warehouse, client management, and finance systems are fully integrated, enabling better coordination across teams.

BuddyCRM

RESULTS AND CLIENT SATISFACTION

Our investment in technology has delivered tangible results, transforming the way we work and how we serve our clients.



20% Faster Client Response Times

90% Same-Day Query Resolution Rate



Improved Collaboration

Maximised Efficiency

Higher Client Satisfaction



Not only is BuddyCRM able to help us support our clients better than before, it's enabling our team to be more proactive. No longer are staff searching for the key piece of information or waiting for someone to get back to them—everyone has full visibility and can now work seamlessly from anywhere.



Dave Hands
Managing Director
LTS Global Solutions

PARTNER WITH LTS GLOBAL SOLUTIONS

Our technology-driven solutions ensure fast, reliable logistics that adapt to your needs.

Get in touch to see how we can streamline your supply chain and help you stay ahead in a fast-paced industry.



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