



Best International Freight Forwarding Company 2018 - Eastern Europe

Based in Sofia and part of the Xpediator Plc Group, Delamode Bulgaria Ltd is a dynamic and growing freight management provider, delivering supply chain improvements and freight spend efficiencies for its valued customers. As part of our overview of a selection of winners from the 2018 Balkan Enterprise Awards we spoke to Yordan Stoyanov to gain an insight into the company and the services it provides in this vital sector.

Since its inception in 2004, Delamode Bulgaria has quickly evolved into an expert provider of international consolidation services, offering customers transport solutions for road, air and sea freight. Yordan begins by exploring the firm's service offering and how it works to offer clients a truly exceptional level of support.

"Here at Delamode Bulgaria, we aim to be our clients' specialist in Bulgaria for transporting pallets, part and full load shipments safely and cost effectively between Europe, and throughout Bulgaria in 24 hrs via our domestic network. We can also take care of sea and air freight requirements. Our company's vision is to provide unrivalled solutions and innovation within a Global market, focusing on outstanding quality and customer care excellence, cutting edge technology and employee development.

"From small shipments to large multiply loads, we add value to our customers supply chain through intelligent, reliable and flexible solutions – all support by unrivalled personable customer care. We manage the delivery of-freight safely, securely and on time anywhere in Europe, whether it be for a single pallet, or multiply full loads. We also deliver an exceptional client experience through our deep supply chain expertise, effective

technology platforms, and domestic and European reaching freight network. From retailers to manufacturers to distributors, we serve a wide range of customers that require a high-quality service, delivered at cost effective rates. Whether a client needs a consolidation service, part or full load solution, we can help improve supply chain efficiencies and drive down the cost of their freight spend."

It is the firm's tailored approach to freight services that has led it to the success it enjoys today and helped set it apart from its competitors, as Yordan highlights.

"What sets us apart is the fact that Delamode Bulgaria values exceptional service in every client relationship. We recognise that one solution does not fit all, so we evaluate our customers transportation requirements, discover efficiencies, and deliver the best value for their logistic spend and budget. Above all, Delamode Bulgaria ensures our customers get the freight management solution and customer service experience."

Additionally, Yordan is keen to emphasise the importance of the firm's dedicated team and explore how the company is constantly seeking to enhance this.

"At the heart of Delamode Bulgaria's continuing success is the employment and

development of high calibre employees. We pride ourself on our culture of recognising and rewarding exceptional performance, whilst providing employees with opportunities and training to progress within the business.

"To maintain our supportive internal culture and to continue offering our clients the same exceptional level of service, we are always looking for individuals who want to make a difference and can add value to our organisation. We understand that the success is reliant on employing a highly dedicated, motivated and trained team of professionals. As a company, we believe that each and every one of our staff has a key role to play in our development as a company. This is why we provide job specific training and offer excellent opportunities for employees to follow a successful and rewarding career path."

In his concluding comments Yordan explores what the future

has in store for Delamode Bulgaria and how the firm will continue to adapt around market changes and increasing customer demand to ensure that it enhances its already incredible success over the years to come.

"Moving forward, we will invest considerably in our IT system, which will support the company's growth strategy and evolving customer requirements. Due to our continued growth we have just moved to new premises in Sofia, which will support the future growth of the team, as well as providing a modern office environment for our current employees. By modernising and continuing to adapt we feel sure that Delamode Bulgaria has a bright future ahead."

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