



D&Y LINES



OUR SERVICES BROCHURE

www.dylines.com

About Our Company

D&Y Lines is a customer service outsourcing company that shows loyalty and knowledge to versatile business companies.

Our service levels and proactive approach to problem-solving enhance our capacity to develop successful logistical services. As an independent logistics service provider, we actively track and harness the latest technology to bring tailor-made integrated solutions specific to your individual needs, offering the benefits of a multinational company.

Customers are our most valuable asset. That is why at D&Y Lines we are willing to go the extra mile to please our customers.

Customer service is not just about communication. It refers to the rapid resolution of problems, delivering a high-quality service to the client and the consumer.





**Are you searching for the missing
piece in your business?**

**We are here
to provide it.**



Why Choose Us

Customers are our most valuable asset. That is why at D&Y Lines we are willing to go the extra mile to please our customers.



Identify customer needs

Our approach to understanding customers is methodical. We deeply analyze an organization's products or services and its brand. These analyses help us recognize the factors that motivate customers to purchase products or services.



Developing a business strategy

We consider developing a strategy, combined with effective strategy execution, to be effective management. Our focus on versatile businesses is what makes us transparent and approachable. We are flexible and adaptable but coordinate with the corporate mission and vision.



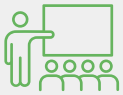
Dedicated and professional team

Our passionate team of members has a deep understanding of the client's project and business goals. They are familiar with all innovations in the market to make the work more efficient and fast. With 24/7 availability, no goal is unreachable for us.



Language support

Our certified team is fluent in English in every aspect of the language, meaning our location in North Macedonia is not a barrier to day-to-day functioning and problem-solving. Moreover, we can boast of the excellent results of each of the departments.



Training

A part of our continuous process of growth is the coaching that employees receive, intending to improve support and satisfaction among customers. This task performs by our team of experts, who will give you an unforgettable experience.



We give value for money

We have grown into an experienced company with core values. Experience and knowledge are what we stand for. Value has an increasingly important role in consumers' purchasing decisions. Therefore, we make sure that our product or service is easier to use, more effective, and more advanced than the competition.



Check out our **versatile services**

One solution for many problems

We have various solutions!

Are you new in the business?

- We create your business from scratch.
- We find the desired staff.
- We promote your ideas and reach long-term aspirations through various digital channels.
- Your business will be visible to every potential customer.
- We help you gain new customers for a low price.

Do you already have an existing business?

- We resolve any emerging problems our customer accounts face with accuracy and efficiency.
- We expand your business by providing exceptional digital solutions.
- We offer logistics services to reach and secure the desired destination of your freight.

Final deliveries to customers:

- Quick in problem-solving.
- 100% engagement around your customers' queries.
- Realization of the final product in no time.
- Guaranty for efficiency and time management.
- 24/7 availability.
- Increase in annual profit.
- Improve public image.
- Customers' loyalty.
- Boost your employees' morale.
- Attract the best talent.
- Word-of-mouth recommendations.
- Saving money and time.



BPO Solutions

We believe in turning clients into a family! We struggle to gain your trust; the rest is pure joy



24/7/365 Customer Support

A satisfied customer is our investment



Back Office Support

Can I help you with something



Customized Services

Your issue is now passed down to the right team



Insurance / Call Centre

We consider security a priority, not an option.



Health Care / Chat Support

We offer convenient and affordable Customer Chat Support.

Trucking Solutions

Choose possibilities in every direction! We coordinate the movement of your goods by involving only the professionals in this market.



Dispatching

Delivering high standards with ease



Recruiting

We recruit the candidates that meet your requirements



Safety DOT Compliance

Improve the efficiency of transportation operations



Maintenance

What's impossible in your eyes is fixable in ours

Digital Services

We come with powerful ideas and sales acceleration. We use every form of digital connection to promote your idea and business.



Web Design

Create a digital impact with our user-friendly web design services



Logo Design

Because your brand deserves the best



Digital Marketing

Connecting customers to your brand



D&Y LINES

As an independent logistics service provider, we actively track and harness the latest technology to bring tailor-made integrated solutions specific to your individual needs, offering the benefits of a multinational company.

Contact Us

 +630 605-1338 / +1 786-451-1327 - USA / +389 78 304 580 - MKD

 info@dylines.com

 358 Lakeview Cir, Bolingbrook, IL 60440

 www.dylines.com