Our Clients

We service clients in a wide range of industries with installations all over the world including:

Life Sciences	Sporting Goods
3rd Party Logistics	Mail Order & Online Publishing
Distributors	Semi Conductors
Manufacturers	
Fulfillment Houses	

CMS GlobalSoft

CMS GlobalSoft is a transportation & enterprise shipping solutions provider. For over 22 years CMs GlobalSoft's competitive advantage has been unparalleled customer service due to it's heavy investment with people and ticketing and escalation automation software.

About Us

Headquartered in Lorton, Virginia, CMS GlobalSoft was founded in 1988 as a consultancy and reseller of shipping manifest software. In 1995 CMS developed WorldLink, a multi-carrier shipping system and now their flagship product. Extensive industry knowledge, seasoned technical expertise and a passion for customer focus has earned CMS GlobalSoft a reputation of an industry leader. In 2006, CMS GlobalSoft launched an international presence by engaging development expertise in India.

Our Approach

CMS GlobalSoft shipping solutions seamlessly integrate with the user's existing shipping management application and business processes. We integrate our business management approach with the right technology to heighten a company's shipping efficiencies and customer service capabilities by offering the ability to analyze a vast collection of enterprise-wide shipping data. This puts powerful tools at the disposal of the user. Resource management becomes easy to quantify, analytics and trending data add visibility to cost management and the overall effect will better place a company to select competitive shipping services.

Shipping Solutions

CMS WorldLink™
WorldLink is a state-of-the-art, modern transportation management and shipping application scalable for small and large enterprises. As an innovative solution, WorldLink is a web-based, multi-carrier shipping system enabling management of multiple distribution centers located virtually anywhere in the world all from a centralized server.

CMS DesktopLink™
DesktopLink is an web-based enterprise application that centralizes desktop shipping. Integrated with CMS WorldLink, it allows anyone in the company to easily rate, create shipping requests and track packages directly from their desktops.

Customers our Highest Priority

In addition to a highly trained customer support department, CMS GlobalSoft's ticketing system is completely integrated into both the CRM and VOIP systems. This integration enables the automatic documentation and ticketing of every customer support call and ticket created, providing management with a clear view into all case loads. 24x7 support is available to all customers and a 15 minute response time is guaranteed to any customers experiencing a downed system. To maintain an unparalleled level of customer support CMS GlobalSoft continually measures their customer satisfaction using random customer surveys covering areas such as timeliness, accuracy, and problem-solving effectiveness.

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"They make every customer feel like the VIP customer."
—John Austin, Callaway

CMS GlobalSoft