

Anglia Couriers Express - Dedicated Outsource Delivery Service

**Dedicated to you
Outsourced to us
Delivering a First Class Service to your Customers**

Do you run your own vehicles and suffer problems with breakdowns, Driver absences and high running costs?

Or you may use next day or overnight companies which mean you have to give your customers early order cut off times and suffer from frequent damage of loss of consignments?

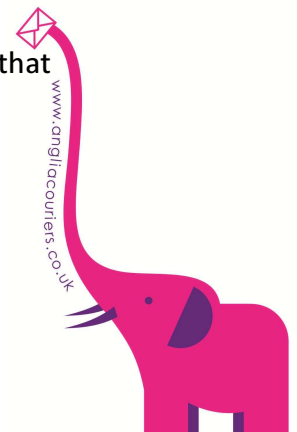
So why not **consider** having your own dedicated team, managed by Anglia Courier Express, representing your company and providing you and your clients with a first class delivery option – Same Day.

Case Study

Our mystery client was a fast growing company supplying plumbing supplies to builders nationwide but with the majority of their work concentrated within the M25 area. The company had been using a mixture of their own vans with employed drivers and an overnight service. They needed to get a competitive edge over their competition.

The problems that were encountered were numerous:

- Vehicle breakdown
- Driver absences
- High costs of running the vehicles
- Early cut off times to make carrier deadlines
- Failed deliveries on the overnight service, returned to depot
- Goods often arrived damaged
- Sometimes goods did not arrive at all
- Complicated claims process for loss and damage
- When things went wrong clients still expected to receive goods that day, escalating the costs even further



Anglia Courier Express were called in to assess the situation and the service they offered was as follows:

Solution

Uniformed, experienced, trained drivers in new 4 metre transit type vehicles were organised to collect from our client's warehouse at 04.30 each morning. A capped number of deliveries and miles at a set day rate, for direct delivery. Pre 10.00, pre 12.00 or purely by close of business. Drivers were given specific delivery instructions at each delivery point, they could call the contact on his mobile or if instructed off load and leave the goods at a pre agreed location.

Any issues encountered at delivery were in the first instance fed back to the Anglia Office who would then liaise with the client if they were unable to resolve the problem. Due to the repeat business the regular drivers built relationships with the site contacts and acted as ambassadors for our client.

Resulting effect

This service meant that our client was able to extend the cut off times to their customers, taking orders as late as 22:00 that night thus enhancing their business. This further developed into the drivers handing out goodies on behalf of the client and really put them at the top of the tree for suppliers to the trade in that area.

The organisational headaches and worry removed the client was able to get on with what they knew best and leave the logistics to the experts.

Developing the service

At Anglia Courier Express we are keen to develop and fine tune this service to fit in with the individual requirements of our other customers.

Should you be experiencing similar issues to that of our mystery client then please give us a call, we would love to talk to you.

Anglia Courier Express Dedicated to your success

0800 84 999 66

