



KEYNE EXPRESS DELIVERIES LTD CASE STUDY

Keyne Express Deliveries Ltd
www.palletways.com

Industry:
Logistics

Number of users:
48+ Voice & Data

Network provider & tariff:
Vodafone Business Caller

Customer Quote:

“Edward Lewis from PMGC has provided our company with mobile phones for the past ten years. He always strives to get the best deal from the various providers around and is always conscious of the constraints our industry is under. He is also quick to deal with any queries which may arise during the contract period.”

Susan Bourke
HR and Administration Assistant
Keyne Express Deliveries Ltd

Overview

Established in 1985, Keyne Express Deliveries Ltd is a family run business providing 24/7 – 365 day a year collection and delivery service. The company is renowned for trusted and reliable team members striving for excellent customer services ensuring timely and safe delivery of all parcels. Keyne Express Deliveries (KED) is now part of the Palletways Group offering a wider range of services across the UK and Europe.

The Challenge

The parcel delivery and tracking business continues to grow and become more sophisticated as customers demand real-time tracking and online recording of the status of their parcels journey. Keyne Express Deliveries recognised that to stay ahead and provide the highest level of customer service to clients, investment and implementation of mobile communications was vital for achieving on-time deliveries, live tracking and recording of shipment collection and/or delivery. As the businesses fleet of delivery vans grew so did the need for up-to-date mobile handsets allowing both voice and data applications to ensure efficient journey routes, parcel tracking and customer signatures were recorded for review at head office. It was vital they received a consistent, cost-effective and well-managed mobile communications tariff to manage the vitally important customer service area of their business.

The Solution

Keyne Express Deliveries have been a customer of PMGC for over 8 years as voice and data are vital tools to the success of their delivery business. With year on year growth, the business now has over 40 mobile connections and a variety of mobile devices in use. PMGC provide mobile phones for the management team and voice and data devices for the delivery fleet.

As a family run business which prides itself on excellent customer service, PMGC's dedicated Account Manager ensures regular contact with the Keyne Express Deliveries management, providing regular updates on the latest available or emerging technologies and tariffs.

PMGC's customer service team track ongoing mobile data use, ensuring data caps are in place so that no shocks can occur at billing time. The team have a system of alerts in place to identify high data usage, this information is shared with Keyne Express Deliveries and the PMGC Account Manager so investigation work can take place immediately.

PMGC prepare an annual review of their service provision and together with the senior management team they look at the coming year's business plan to ensure Keyne Express Deliveries have the appropriate, most cost-effective tariff. The business review ensures any changes in provision or tariff will enable Keyne Express Deliveries to continue to invest in new mobile data solutions to enhance customer service and ensure scope for continued business growth.

