

UKTI's "Passport to Export" introduces Sagetech to NetDespatch Velocity

Marlow, UK, 18 February 2008 - Sagetech Industries Ltd has seen real improvements in reliability and customer service since implementing NetDespatch Velocity via its new overnight parcel carrier, Gazelle International Couriers. The British vertical panel saw manufacturer immediately gained the benefit of the leading web-based shipping and tracking solution after it switched from its previous logistics supplier to the Bracknell depot of national carrier APC Overnight.

"I like the quick, simple online booking and traceability that the web-based system gives us. Once logged in, all we need to do is to enter a couple of additional details on our dedicated on-line booking form and check that the postcodes are correct, making sure we give the correct delivery information. On submitting the form, the system immediately confirms receipt and enables us to automatically print the Consignment Note and Daily Manifest. This, combined with the friendly and efficient service we get from Gazelle, allows us to focus on our core business and not worry about whether or not our parcels are being delivered on time and arrive intact. The system is helping our customer relationships and this has led to many of them recommending us to other companies" says Nicky Bunker, Sagetech's administrator.

Sagetech provides the widest range of vertical panel saws on the market and ranks within the top 6 manufacturers worldwide. The company supplies several sectors, including joiners, sign makers, DIY outlets, timber frame housing manufacturers, furniture makers, export packers and maintenance companies. The company prides itself in offering quality at competitive prices backed by personal customer service. Although it uses a specialist carrier to deliver its saws, a personalised letter of order acknowledgement, with the user manual and smaller ancillaries are sent to the customer in advance using Gazelle's overnight carrier. This immediate response is appreciated greatly by Sagetech's customers.

Nicky Bunker tells the story of how the company came to implement NetDespatch Velocity: "I met Becky Clark, NetDespatch's CEO at a UK Trade and Industry "Passport to Export" workshop. I told her that we had had difficulties with our overnight parcel deliveries and that in particular we needed a more efficient shipping and tracking solution. Becky suggested a number of local carriers who used their Velocity web-based system. We chose Gazelle, the local depot of APC Overnight, as they seemed a good fit for our business, and had a reliable delivery record."

"NetDespatch's online booking and tracking system helps to give our customers confidence in us and saves us time and money in not having to chase up any delivery queries by having to make numerous phone calls; now we can simply look online for the answer," she concludes.

Further information and photos, please contact Robert Peel, tel: +44 (0)1666 823306
Please fax colour separation requests to Fax +44 (0)1666 824668
Reader enquiries go to www.netdespatch.com, e-mail becky@despatch.net
or call Becky Clark at NetDespatch on +44 (0)1628 471047