

“ MetaPack offers a centralised solution for us where we can manage all our deliveries. The software performance and reliability has been second to none, over the last three months we have never had a problem or issue. The software itself has saved us considerable time and money with its automated printing and sorting attributes, enabling us to print what we want to come out and when. Our customers receive email tracking throughout the shipping process keeping them informed at every stage. These benefits speak for themselves as no dedicated Customer Services representative is needed to respond to phone calls regarding shipment locations. ”

Iqbal Malik, Manager

The challenge

Founded in 1980, HIS Textiles supply home textiles and accessories to both wholesalers and major retailers in the domestic and overseas market, which include department stores, independent retailers and chain stores, and directly to the consumer.

Sending on average 10 pallets each day to direct retailers and wholesalers and approx 250-350 parcels each day direct to the consumer, it was obvious they needed to automate and scale the process somehow. Originally only using DPD, ParcelForce, Nightfreight and Twoway Aramex they also wanted to add Royal Mail to achieve the cost savings by parcel weight that it offered, but found it too costly with time and resources sorting their consignments manually.

The Solution

With MetaPack's Delivery Management software they were able to solve this problem by automatically sorting the despatches by weight and allocating them to a carrier accordingly, and thus creating a more cost effective system. It also allowed them to easily and seamlessly integrate into that extra carrier without any capital outlay in terms of equipment, software or training.

They are also making use of MetaPack's generic despatch module which allowed them to efficiently track parcels delivered using their own fleet, all together in one system, they gained the additional customer service advantages.

