



# Cladco doubled delivery productivity

TranSend eliminates paper processes, cutting delivery time by 60% and freeing up 2.5 FTE.

Cladco doubled delivery output, improved customer service and achieved same-day invoicing with TranSend ePOD and Route Planning.

Established in 1972, Cladco is the UK's leading roofing sheet manufacturer, supplying to both trade and end user customers.

Cladco wanted to simplify their planning process to speed up delivery, improve service quality and boost output to meet increased customer demands.

## 125% more deliveries

Using TranSend, Cladco has eliminated paper and manual processes. It has freed up 2.5 full time equivalent (FTE) staff to focus on route planning and business improvements.

TranSend automatically calculates the most cost-effective route based on delivery weights and dimensions, and compares against vehicle capacity to maximise distribution.

By simplifying this complex planning process, Cladco has more than doubled its delivery capacity without increasing its fleet size.

## Quality customer services

With instant access to data, Cladco can automatically notify customers of upcoming deliveries using mobile messages.

Drivers can highlight shortages, exceptions or delays instantly, allowing the team to update customers with real-time information.

## Same-day invoicing

Drivers can capture indisputable proof of delivery including pictures, location and signature using a mobile device. Accurate proof of delivery is especially crucial when delivering to multiple construction sites where goods can be misplaced. Confirmation is automatically updated in TranSend, allowing same-day invoicing.

1

Increased deliveries by 125%

2

Saved over 350 hours of administration time, per month

3

Improved cash flow with same-day invoicing

"Using TranSend, we've eliminated paper processes and doubled our delivery output.

We've freed up over 350 hours/month, allowing the team to focus on business improvements and customer services."

Rachel Rogers,  
Marketing Manager at  
Cladco Profiles Ltd

Learn more:

[civica.com/transend-epod](https://civica.com/transend-epod)

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### One delivery solution

Cladco replaced four systems with TranSend ePOD and Route Planning.

Using the one solution has saved costs from multiple suppliers, simplified training needs and increased efficiency.

With all information securely saved in the cloud, the team has instant access to all data in the one place. Drivers, route planners, production and service teams can capture, manage, update and access information in real-time, wherever they're working. From initial customer order to signed proof of delivery, Cladco has complete visibility and control of its entire delivery operation.

"TranSend means we can manage the full delivery process using one single solution.

It's the only tool we use for transport and has made lives easier for everyone, delivering significant time and cost savings across the team."

Rachel Rogers  
Marketing Manager at  
Cladco Profiles Ltd

### Improved compliance

At the start of each working day, drivers now use mobile devices to complete their daily vehicle checks. Outcomes are updated instantly in TranSend, helping to ensure drivers and vehicles safety.

By removing paper, it mitigates the risk of lost paperwork, helping Cladco to demonstrate compliance and minimise risks.

### Keeping mileage down

Using TranSend, Cladco can now track mileage and fuel spend accurately.

The simple reporting tool allows the team to monitor usage, helping to improve budgeting and lower cost per journey.

### Futureproof

TranSend is scalable and flexible, supporting Cladco's changing needs.

Since implementing TranSend two years ago, Cladco has doubled productivity while cutting delivery time by 60%.

"We chose TranSend because it offers a comprehensive solution to meet our needs.

The set up was quick and simple. It's very easy to use and we don't have any downtime. We can log on to TranSend from anywhere, making it so much faster and cheaper to deploy new equipment or train new staff."

Rachel Rogers,  
Marketing Manager at  
Cladco Profiles Ltd



Using TranSend, Cladco can automatically:

- Plan deliveries using the most cost-effective route
- Assign deliveries to drivers and ensure processes are adhered to through workflow management
- Notify drivers of job updates, and ensure any required actions are completed before drivers can process the next job
- Update customers with delivery information, including mobile message notifications before delivery, on the day of delivery and once drivers are enroute.
- Invoice customers as soon as goods have been delivered.

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