Hughes increases deliveries by 10%

Civica TranSend eliminates paperwork

Access to up-to-date information allows employees to improve delivery efficiencies while reducing administration.

Founded in 1921, Hughes is the UK's 4th largest specialist electrical retailer and the largest provider of home entertainment and kitchen appliance rentals. The business operates across 30 stores, 7 service centres and has a 108,000sq.ft. distribution facility.

Hughes chose TranSend's ePOD and Route Planning cloud software to improve its delivery operations and meet increased customer demands.

By automating manual processes and removing paper, Hughes will save time and reduce administration. Engineers can complete more deliveries and installation.

3,000+

Deliveries per week

Increased delivery capacity

Using TranSend, allows Hughes to be in control of the delivery process and is now completing 10% more deliveries.

Engineers use the ePOD app to update job status on site plus record proof of delivery with images and signatures. They can report issues instantly, prompting the support centre to contact customers to resolve any problems as soon as possible.

"

Since implementing TranSend, we've expanded and added three new sites. We can now complete more jobs. We have full visibility of what's going on at any moment in time and have a better understanding of how long each job takes."

Mark Coleby, Service Director

Key outcomes:

- Remove paper handling to save time and cost
- Automate manual processes to increase productivity and driver effectiveness
- Improve stock accuracy
- Better data insight supports decision-making and future planning
- Boost customer satisfaction with accurate deliveries.

CIVICA

Managing complex deliveries

Hughes offers a specialised delivery and installation service for a wide range of electrical goods, from smart tech, TV to cookers and tumble dryers.

For successful job completion, the team must match the right engineer, with the right skills and qualifications, to a vehicle with the right equipment. An extremely time consuming and complex manual task. It relied upon the planner's detailed knowledge of the fleet, drivers and customer jobs .

Mark's view was simple. "We ideally wanted a 'magic button' that just picked up all of the jobs and produced an optimum set of routes."

Simplifying route planning

TranSend Route Generation and Skill-Sets functions automatically assigns jobs based on the skills of the engineer and the vehicle equipment. It takes into consideration the constraints of driver hours, committed customer delivery window and vehicle capacity.

"We wanted to refine route allocation to select not only the best route, but a route that considered the type of skillset needed for the vehicle, equipment and engineers.

We turned to Civica for help and they quickly adapted the skillset mapping feature. This further automated the previously manual and time consuming task of allocating the right vehicle and staff to the specific job."

Mark Coleby, Service Director

Delivery automation achieved

Automating the route planning process saves the team time and effort. However, the planner maintains full control to take account of unusual or changing circumstances.

"TranSend has greatly improved our processes. It gives us complete visibility of the working day, helps us monitor jobs effectively and increased our ability to make decisions.

"The system is very robust - we don't have downtime. This is very important when you have a load of van drivers and deliveries to complete. It just works!"

Mark Coleby, Service Director

Start the conversation now }