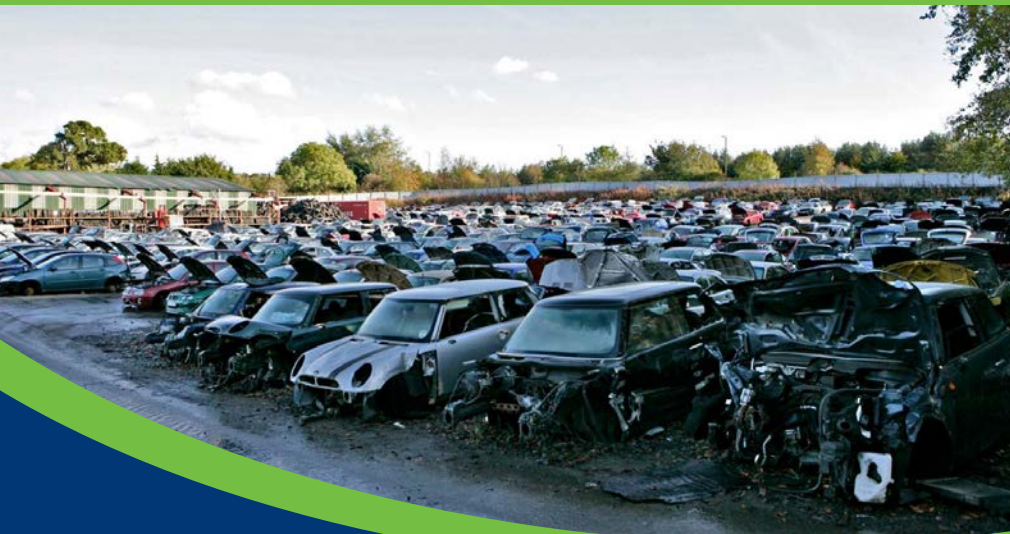


SCB Vehicle Dismantlers put brakes on logistic search following Palletways hire

SCB

VEHICLE DISMANTLERS &
AUTO SALVAGE DEALERS



Background

SCB Vehicle Dismantlers provides salvage and breaking vehicles, spare parts and accessories from a vast range of vehicle manufacturers and models and sells to the auto industry and private customers from its site at Newbridge, Edinburgh. In association with the Northern Salvage Automobile Auctions (NSAA), SCB also holds a weekly online auction, selling a variety of salvage vehicles to the public and trade.

The brief

SCB Vehicle Dismantlers required a logistics partner to make scheduled collections of car parts and accessories from its Edinburgh depot and deliver to private customers in the UK and across Europe.

Our solution

SCB has appointed Palletways Edinburgh to handle daily collections and provide a next day/economy service to customers in the UK. Palletways Edinburgh is also responsible for SCB's international shipping requirements.

Palletways' industry-leading IT systems, reputation for offering first-class customer service and competitive pricing were deciding factors in the hire.

Peter Irvine, Operations Manager at SCB, said: "We needed a carrier that could provide an economy and next day delivery service, which we knew Palletways Edinburgh could handle. However, its IT systems particularly impressed us, especially the Track and Trace facility and ETA updates. Providing our customer with a two-hour window means they don't have to wait in all day for their delivery plus we receive an SMS notification once the consignment reaches its delivery point. This visibility is unrivalled and adds further value to the customer experience."

Martyn Ryrie, SCB's Customer Support Manager, added: "The service we receive from Palletways Edinburgh is head and shoulders above anything we've received before."

"The level of detail it's able to provide reduces our costs, improves our efficiency and helps us deliver first-class service to our customers."

Vanda Roberts, General Manager at Palletways Edinburgh, added: "Our commitment to customer service combined with the transparency of our ETA technology has resulted in our appointment. The ETA function helps us provide exceptional customer service excellence and the delivery time certainty sets us aside from competitors."

Palletways offers a range of Premium services for both domestic and international delivery. Domestic is typically delivered within 24-hours. With its economy service, domestic consignments are typically delivered within 48 hours and international deliveries made within 72-96 hours, depending on the location.

for more information

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We Deliver