



CASE STUDY

TNT Post



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- Darren Griffiths , TNT Post

At A Glance:

Company: TNT Post

Location: Shaw

Industry: Freight Services

Challenges:

- Needed a web based solution that could be deployed quickly and to tight deadlines
- Needed the solution to be accessible from all TNT depots
- Needed a standard company wide solution that was used at all depots

Solution:

- Deployment of messagehub Basic Hub for all UK Depots
- Development of web based integrated application to manage a courier workforce

Results:

- Depot wide business email solution that is accessible from any location
- Complete integration with courier workforce management solution
- Two key systems delivered on time and with no hassle

TNT Post has chosen e-know.net to deliver two solutions that are critical to the operation of their UK depots. e-know.net have been selected to deliver, host and manage MS Exchange email for all UK depots, using their messagehub environment. In addition e-know.net have developed, integrated and implemented a new web based application that manages their courier workforce.

TNT Post UK Ltd (formerly TNT Mail) was established in the UK in early 2003 and was one of the first companies in the UK to be granted a full seven-year license to handle bulk mail including most kinds of transactional mail such as bills, statements and direct mail. They are now established as the leading challenger to the Royal Mail, processing over 3 million items of mail a day.

TNT Post has over 200 years experience in the collection, sortation, transportation and delivery of mail as the national postal service of the Netherlands.

Their ambition in the UK is to establish themselves firmly as the first organisation businesses naturally turn to for their mail and door-drop requirements. TNT wants their operations and people to be recognised as the industry benchmark for quality of service, efficiency and customer service.

At the end of July 2006, TNT approached e-know.net Limited.

Darren Griffiths, of TNT Post said, "Following our move to TNT Post, we needed an application which could record change requests for our courier workforce. As the majority of our team are field based, accessibility was a major factor. Consequently the web based application provided by e-know.net has proved to be very successful and has been well received by the team. Requirements were gathered efficiently and the resulting documentation was compressive. The application was deployed quickly and the support in terms of training and implementation from the project manger was excellent. The Issue Tracking system has also been very useful for our team to share information with the support staff".

Nigel Redwood, Managing Director at e-know.net said, "The opportunity to work with TNT Post is superb for e-know.net and the two projects have been implemented smoothly and to plan. TNT Post is ideally suited to our solutions and we look forward to working with them for many years to come".



messagehub

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