

# CHARLES BENTLEY

## Charles Bentley enhances delivery experience with proactive multi-carrier solution

Long-standing manufacturer Charles Bentley has been enjoying business success and growth since it went online in 2005. As the company grew and its requirements became more complex, they needed an efficient logistics partner to meet their delivery needs.

Prior to working with Parcelhub, Charles Bentley utilised an alternative supplier which could not offer a **carrier management solution** to match the innovative integrated system which Parcelhub has created. After several months of consultation, which involved a thorough review of Charles Bentley's internal systems, Parcelhub presented a **tailor-made solution to fit** the retailer's needs. This was the beginning of Parcelhub's working relationship with Charles Bentley in 2012.

Seven years down the line, Parcelhub now processes and ships in excess of 21,000 items a month for Charles Bentley via the **multi-carrier delivery management** platform; Andrew Steel, eCommerce Director at Charles Bentley, explains: "Items shipped range in size from 100 grams to 1,000 kg and can be anything from an envelope to pallets, 'leave safe' and delivered with a signature. Most items are despatched on one of Parcelhub's direct carrier contracts, but the flexibility of the software allows a number of Charles Bentley's own contracts to be utilised also."

Cost saving and dedicated technical support are just two of the key benefits to Charles Bentley. Thanks to the integration of Parcelhub's **Enhanced Delivery Management** offering within Charles Bentley's own systems and processes, the company saves on the cost of employing extra staff.

**“We would have to employ at least three additional customer service advisers of our own to manage the carriers. That's a big saving for a business like ours. We really do see Parcelhub as an extension of our own business, and we have spent the last three years further integrating and refining the Parcelhub customer service team to create more efficiencies and strengthen our proposition.”**

**Andrew Steel, eCommerce Director at Charles Bentley**

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