

Tuffnells Case Study

Keeping Business Running

As we all know, faulty machinery can cost you business. This was a major concern for Tuffnells Parcel Express, a UK parcel carrier specialising in next day business to business delivery. With over 700 vehicles working every day to transport freight of all weights and sizes, a slick operation is essential to win and retain business.

When Tuffnells approached Sovex they had been experiencing a high number of breakdowns with their parcel handling equipment. This was costing them both time and money and seriously limiting their ability to meet their next day delivery promises to clients. They wanted a reliable partner on hand 24/7 to service their machinery, fix breakdowns and supply spare parts to reduce the amount of downtime from mechanical faults.

The Sovex Solution

To ensure Sovex provided the right solution for Tuffnells, Sovex engineers visited their three key depots, surveyed the machinery – supplied by another manufacturer – and identified the key components which could cause instant equipment failure. They suggested a list of critical spare parts that should always be stocked on site and arranged to manage this for Tuffnells. In addition, Tuffnells signed a service contract with Sovex for the three sites covering emergency breakdowns and regular maintenance. Sovex engineers always arrive on site within four hours of a breakdown – often less – and fix the fault first time in 95% of cases. The result has saved Tuffnells both time and money and the relationship between the two companies has flourished.

'Tuffnells would like to pass on our thanks for the way Sovex reacted last night in response to the failed motor at our Haydock depot. The failure happened at a most critical time in our operation and it was only the speed and endeavours of yourself and your engineer that allowed us to pull things back last night'

*Robert Batchford,
Systems Director, Tuffnells
Parcel Express Ltd.*