

WORKING IN COLLABORATION WITH
THE **PUBLIC SECTOR** TO MODERNISE
AND TRANSFORM SERVICE DELIVERY



1 Case Study

Dedicated Courier Network

Challenge

To securely collect, sort and deliver 7 million packages of personally identifiable data per annum on a time definite next working day dedicated service.

Solution

To design and deliver a network of strategically located operating centres that provide dedicated processing, collection and delivery services.

Result

A secure dedicated transport network solution that meets the requirement and delivers efficiencies.



Dedicated Courier Network

(Commissioned under Crown Commercial Service Framework)

The Challenge

The customer, a large government department, distributes hard copy documents and supply items across a UK wide estate comprising of 1,000 offices and 500 third party locations.

The challenge faced by the customer was to source a supplier capable of securely collecting, sorting and delivering circa 7 million packages of personally identifiable data per annum on a time definite next working day dedicated service while seamlessly integrating critical service streams between supply partners such as bulk print, records management centres, centralised mail opening units, scanning bureaus, welfare to work providers, local authorities and HM Courts and Tribunal venues.

The solution needed to be agile and scalable in order to meet the changing requirements through transformation and movement towards digitisation.



TNT is a highly customer focused, innovative, supply chain partner who works collaboratively to deliver operational efficiencies, transformation and commercial benefits. The TNT solution integrates seamlessly all aspects of the Department's complex supply chain. TNT's ability to deliver service excellence can be evidenced through reference to TNT being awarded overall supplier of the year at the [Supplier Excellence Awards 2013](#).



The Solution

TNT developed an innovative, tailored, secure and highly effective solution specifically designed to meet the needs of the customer. The solution was delivered through a network of strategically located operating centres that provided dedicated processing, collection and delivery services. The solution was underpinned by a range of bespoke IT systems, a dedicated customer service function and a focused and knowledgeable contract management team.



The Result

Requirements were fully met by working collaboratively, TNT continued to develop the solution to deliver efficiencies, enable transformation and to realise tangible cost savings.

2 Case Study

Enabling NHSBT To Perform Successful Operations

Challenge

Delivering blood, organs and tissues to hospitals, quickly and efficiently while ensuring the integrity of the products are preserved.

Solution

- On-demand, dedicated same day delivery
- Scheduled next day delivery
- Scheduled dedicated same day delivery 24/7/365
- Dedicated hospital response team and service levels

Result

- Fast response to time-critical deadlines
- Flexibility of round-the-clock availability
- Improved efficiency through advanced planning of delivery
- Reduced costs using uniform pricing structure
- Improved service levels through tailored delivery solutions



Enabling NHSBT to perform successful operations every time

The Challenge

NHS Blood and Transplant (NHSBT) is a Special Health Authority dedicated to saving and improving lives through a wide range of services.

NHSBT was seeking a transport partner that could respond quickly to demands and provide a consistent and reliable service.





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It is imperative that NHSBT partners with a supplier who we can trust and who is able to respond quickly to our demands. Consistent and reliable service levels give us peace of mind and complements our own transport service to ensure hospitals and their patients get the life transforming blood or organs they need. Together we help save and improve lives.

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Ged Caswell

*National Resource Planning Manager,
NHS Blood and Transplant*

The Solution

- TNT collects blood, organs and tissues from hospitals and then delivers to specified locations, which includes blood banks for processing
- To ensure the blood, organs and tissues are preserved during transit, TNT operators advise NHSBT of their delivery schedule and provide estimated arrival times. TNT collects from NHSBT locations within 30 minutes from the hospital's request and delivers to the designated person or specified location
- Specialised training is provided and all results are recorded
- A dedicated TNT team provide 24/7/365 support, handling calls and routing drivers
- Overnight delivery is provided through a secure next day scheduled network

The Result

- Fast response to time critical deadlines 24/7/365 helping to save patients' lives
- Trusted partner who understands the importance of achieving all service levels
- With established delivery procedures in place NHSBT is able to plan ahead, which improves the efficiency of its operation
- TNT has successfully introduced a clear and transparent pricing structure that enables NHSBT to control costs and budget more effectively

3 Case Study

TNT & YPO Working In Partnership

Challenge

To improve delivery frequency and timescales in a logistics function that makes an average of 140,000 deliveries annually.

Solution

To form a 3rd Party Logistics Partnership that ensures cost effective delivery while ensuring customers receive the same level of service.

Result

An effective, adaptable and flexible next day delivery service that has enabled YPO to achieve growth in London and the South of England and that meet customers' demand.



TNT and YPO working in partnership

To deliver best value single port of call for products and services

The Challenge

For over 40 years Yorkshire Purchasing Organisation (YPO) has been supplying organisations across the UK with a broad range of products and services. Its wide-ranging customer base includes around 30,000 schools, as well as local government and emergency services.

With an annual turnover of over £500m, 100% publicly-owned by 13 local authorities and with a further 30 associate members, YPO is the largest formally constituted public sector buying organisation in the UK.

As a convenient single port of call for all products and services, customers have a choice of over 27,000 items and around 100 legally compliant contract services which are promoted through a range of print catalogues and online. YPO aims to cater for every need from small items of stationery and furniture to contracts for insurance and consultancy.



The successful partnership between YPO and TNT has resulted in TNT now delivering 80% of YPO's consignments.



Serving the length and breadth of the UK

YPO's customer base and delivery routes extend across the length and breadth of the UK, from the east coast to west and Land's End to John o' Groats. The logistics function operates a fleet of around 50 YPO branded vehicles, making an average of 140,000 deliveries annually across the M62 corridor from Sheffield to Newcastle and Liverpool to Hull.

Scale of the operation

On average, YPO delivers around 500,000 consignments each year with volumes peaking at around 50,000 for the month of July. This falls in line with our busiest period when the summer term ends and in time for the new academic year. Annually this equates to more than 21 million tonnes of freight and 3.4 million parcels.

With fierce competition in the marketplace offering quicker order fulfilment, YPO worked harder than ever to improve delivery frequency and timescales. Feedback clearly indicated that our customers wanted to see improvements to our service.

The Solution

Partnering with TNT

YPO began working in partnership with TNT in 2006 to enhance the delivery service to customers and to gain wider geographical coverage. Since then TNT has been successfully appointed through a formal tendering process. In 2013, YPO began to trade nationally and the TNT partnership was a critical factor in making this happen.

Working together

To ensure YPO can offer the most cost effective delivery to our customers, the logistics team operates a 3rd Party Logistics (3PL) contract with TNT. The partnership with TNT is managed through an implant team based within YPO's main warehouse in Wakefield. This helps to ensure that customers receive the same level of service whether their parcel is delivered by YPO's fleet or by TNT. The implant manager for TNT is integrated in YPO's logistical planning processes to support and develop the team to meet the needs of YPO customers.

The Result

In the last two years, London and the south of England has become a prominent key regional market for YPO, with offering next day delivery an essential part of the YPO proposition to compete effectively.

TNT has been adaptable and flexible to support YPO in achieving

growth in these regions and to meet customers' demands, including the roll out of a next day delivery service in 2016. TNT has partnered with YPO to support a 29% increase in sales in the London region, while delivery consignments in general are up 12.4% in this region.



**Rationalising
your estate**



**Delivering
significant cost
reductions**



**Supporting
legislative and
policy change**



**Reducing
environmental
impact**



DELIVERING TRANSFORMATION



**Protecting your
reputation and
reducing risks**



**Supporting
your digital
agenda/journey**



**Ensuring
data security
and service**



**Simplified
procurement**

