

X2

Haulage Exchange Case Study

X2 which was formed in 2003 can provide companies with an entire distribution solution from design and consultancy, through to implementation of a new solution and the management of full load, part load, single pallet and even parcel distribution. In addition, X2 can arrange associated warehousing for national stockholding cross docking and consolidation services where appropriate.



X2 works closely with a wide range of customers including the stationary supplier Corporate Express and the grocery retailer J Sainsbury as well as 3rd party logistics companies such as DHL, TDG, Wincanton and Palletways. X2 was originally formed by a number of Palletways members who recognised the need for a full and part load distribution solution to complement the 1-6 overnight pallet service available to Palletway's customers. Now X2 provides a management solution for customers with fluctuating volumes, and those who require volume part and full loads movements both on an ad hoc and ongoing basis.



Under the watchful eye of Ian Cramb the Managing Director and Jon Edwards, Operations Manager, the small but experienced X2 team has developed a specialist, effectively managed transport service. Initially supporting operations such as Boots' seasonal work, it has grown to encompass ongoing operations such as night trunking for Corporate Express to 8 cross dock operations

nationwide, managing customer collections and trunking operations on behalf of Palletways and their members and support operations for some of the largest third party logistics providers in the UK.

“In effect X2 provides a flexible one stop shop fully managed solution for customers and large 3pl’s by utilising the assets of a wide range of small distribution companies and owner drivers” says Jon Edwards Operations Manager at X2.

X2’s haulier partners benefit from a consistent stream of work from over 30 customers which allows X2 to piece together infill and round trip work optimising the haulier’s fleet often allowing equipment to be regularly double shifted.

X2 manages the entire relationship with the customer and is responsible for delivering the overall service including resolution of any issues arising, simplifying the customers business and allowing the haulier to concentrate on the physical delivery of the product.

X2 uses Haulage Exchange to ‘fill the gaps’. The relationship works both ways with Haulage Exchange introducing X2, an opening into other operations with third party hauliers on the site. The link between Haulage Exchange and Courier Exchange has also enabled X2 to benefit from a high quality courier delivery network for emergency same day single pallet movements on behalf of their customers.

Jon Edwards gave an example where Haulage Exchange came into its own. X2 took on the delivery of 10,000 seasonal pallets for B&Q stores involving 20 loads a day. All these were posted on Haulage Exchange. “It worked brilliantly,” says John. “Response times were not crucial as we were receiving orders on day one, planning and allocating collection times on day two for delivery day three”.

Haulage Exchange took out all the time problems and ensured accurate delivery schedules. “We could choose Haulage Exchange members near stores or suppliers and add all the flexibility we needed taking out the time issues completely. This gave us a lot more flexibility than even having our own fleet,” added Ian Cramb. “We have been impressed by the quality of members and we have rarely been let down.”



X2 has tried other exchange websites but have found that Haulage Exchange is a ‘genuine company’ with real operators who deliver the quality of service they promise on the site. “Some organisations want something for nothing, and we

don't want to do business with that kind of operation or for that matter that type of haulage company," concluded Jon Edwards.

X2 has ambitious growth plans with an impressive pipeline of new business opportunities and will increasingly want to source additional reliable like minded haulage partners through Haulage exchange.

X2 has found that as the Haulage Exchange grows, the pool of its sub-contractors is growing and is proving to be a time saving exercise for the central X2 planning team. Now X2 has total confidence in taking on new customers in the knowledge that Haulage Exchange and its own database of 250 hauliers can provide any solution to a transport problem thrown at them at short notice.

Haulage Exchange is a trading division of Transport Exchange Group Ltd, which specialises in the development & operation of real time collaborative trading platforms & associated services for the European transport industry. Transport Exchange Group delivers fully supported and managed online services for the transport sector, which enable businesses to realise the synergies that exist when organisations work together.

Transport Exchange Group provides the framework & venues for successful online marketplaces, as well as the mechanisms for ensuring that inter-company transactions are conducted seamlessly.

Haulage Exchange (<http://www.haulageexchange.co.uk>)

Real time online trading platform for the haulage industry.

Courier Exchange (<http://www.courierexchange.co.uk>)

Real time trading platform for the same day and express freight industry.

CX Mobile (<http://www.cxmobile.co.uk>)

A sophisticated, yet affordable & easy to use mobile data service for courier & transport companies.

Transport Exchange Group (<http://www.transportexchange.co.uk>)

Europe's largest network of professional freight exchanges and a member of the Fret Alliance.

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