

Case Study

Matthew Kibble Transport

Total Visibility

“HaulTech has introduced a system that gives us total control and visibility of our financial and operational performance on a load-by-load basis.” Matthew Kibble.



Products Used

HaulTech Traffic Management System:

Providing Matthew Kibble Transport with complete control of job booking, resource allocation, load planning, document generation and customer account management in a single reference system.

Interactive Customer Portals:

Matthew Kibble Transport's customers can track individual consignments and retrieve Proof of Delivery confirmation via a secure web portal.

POD Management System:

Consignment and delivery documentation and labelling is generated by the system and then scanned back in as Proof of Delivery once jobs are completed.

Financial & Performance Reports:

Daily driver & vehicle revenue reports along with customer trend and POD management reports provide Matthew Kibble Transport senior management with the data required to identify trends and manage operational performance.

Operational Capability

Matthew Kibble Transport

Customer Overview

Founded in 1999 Matthew Kibble Transport has established itself as one of the UK's most innovative Haulage and Logistics companies. Operating from its custom built premises in Colne, Matthew Kibble Transport offer premium UK and European distribution services, which are further augmented through membership of the Pallet-Track palletised Distribution Network.



The Challenge

A key factor in the Matthew Kibble Transport success story has been its focus on customer service, which helped Matthew Kibble Transport gain industry recognition in 2008 when winning Motor Transport's prestigious 'Haulier of the Year' award. To better manage the huge amount of operational data from 300+ customers Matthew Kibble Transport realised it had to implement systems to improve operational standards. Specifically, they wanted a system that would optimise operational efficiency and give customers online access to job information. After an exhaustive search, Matthew Kibble Transport finally selected the HaulTech Traffic Management System as it was the only solution that offered all the functionality and customer access required.



The Solution

HaulTech delivered a totally integrated single reference solution that not only manages jobs, resources and schedules but also maintains customer databases and rates whilst offering Matthew Kibble Transport's customers access to consignment tracking and POD data via a secure web portal.

"We needed a robust, dynamic system that not only handled our day-to-day workload but delivered a rich suite of reports to assist with our growth plans. The HaulTech team listened closely to our requests but was not afraid to make suggestions as to ways in which to improve how we managed our workload and assets. Overall we found HaulTech's honest and forthright approach refreshing and its system has paid for itself in a very short time. HaulTech has introduced a system that gives us total control and visibility of our financial and operational performance on a load-by-load basis enabling us to offer our customers the level of service they have come to expect from Matthew Kibble Transport."

Matthew Kibble, Managing Director.