

## Case study

# Direct Connect Logistics

### High standards lead to expansion

Direct Connect Logistics was set up by Managing Director, Rhys Hackling in early September 2014 with only two personnel. This number doubled by November, with plans to grow further over the next six months.

**The company quickly became the haulier of choice of their business partners for reliability and customer service**

The Bicester based company operates a fleet of four 7.5 tonne vehicles providing transport solutions to clients across the UK. Their modern vehicles are equipped with tail lifts and pallet trucks to minimise waiting times at destination.

Their team has years of experience within the transport industry enabling the company to quickly become the haulier of choice of their business partners for reliability and customer service.

After being introduced to the idea by a fellow haulier, Direct Connect Logistics joined Haulage Exchange two weeks before commencing trading.

Having seen how the Exchange works, founder Rhys Hackling has quickly realised what an effective tool Haulage Exchange is and knew it would make a

significant contribution to the business' turnover, reputation and how it would open the door to a large pool of national business contacts.

Rhys explains: "Haulage Exchange allowed us to start trading with reputable hauliers under a trading agreement with set parameters so both parties have a good degree of security. It has also enabled us to minimise risk as both parties agree to a payment schedule before the work is undertaken."

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"The Exchange has enabled us to build excellent relationships with other hauliers based on trust, transparency and security. I have been able to rely on work from Haulage Exchange whilst building outside contacts and developing my own trusted network."

Direct Connect Logistics has recently expanded into offering clients secure storage in the run up to the festive period and has ambitious plans for the



new year all backed by high standards and outstanding customer service.

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### Find out more

If you need any further information, please get in touch with us either by phone, email or in person:

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