

Redcats case study

“ Since the contract started Hermes has consistently hit agreed service levels. ”

Richard Burke, Redcats UK

Key points:

- The operation involves around 3 million parcels
- Claims down by 40 % since 2008
- Close working relationship proves successful
- Introduction of HHTs further improves service
- Future joint service initiatives planned

The Operation:

Redcats UK has worked with Hermes since 2007 when it sold its courier network business to them as part of a deal designed to enhance the delivery options available to its own customers. The Redcats UK operation involves around 3 million parcels. The company provides a 48-hour service and Hermes consistently exceeds the agreed service levels.

Background:

Redcats UK is one of the UK's largest home shopping companies with around 650 employees. Based in Bradford, West Yorkshire, the company retails clothing, household items and supporting services through its catalogues and the internet. It is part of Redcats Group, the world's third largest home shopping business for fashion and home decoration, which itself is part of the French giant PPR.

The Benefits:

“Since we have been working with Hermes we have experienced a consistently good service across the whole operation. The main benefit we have seen over the past couple of years is a significant improvement in the number of claims, which are down by over 40 % since 2008.”

“This has been driven by our close working relationship with Hermes, which has helped us to quickly identify and resolve any issues together. Hermes' decision to introduce hand held terminals has further improved the service. We are looking forward to continuing our relationship with Hermes and working together to continue to improve our service offering.”

Richard Burke, Operations Senior Manager, Redcats UK.