

Freightex continues to expand

European road freight service provider, Freightex, is expanding its UK operations with an office near Manchester Airport.

Initially employing four account managers in the transport team, it expects to have 10 brokers there by March 2010. Freightex now has four UK bases and over 26 account managers who between them speak more than 10 European languages, ending the age-old problem of mis-understood messages.

Earlier this year, Freightex reported volumes up 23% on 2008. "We realised there was an opportunity to develop a new office to strengthen our Birmingham, London and Dover operations. Manchester was the obvious choice," says Freightex CEO Tim Phillips.

He believes that in the current economic climate, consignors are now more prepared to try something new.

"Consignors want good suppliers to offer a reliable managed service at the right cost. One of the reasons we've seen such a growth in business is because we are able to use our technology to get empty vehicles which fit the bill in terms of size, cost and time-scale."

Phillips was keen to stress the advantages for hauliers too. "We know that road transport across the channel is having a tough time at the moment. With the additional hike in fuel duty, it makes even more sense for hauliers to look for a paid backload. Particularly for UK hauliers, empty running from the continent is just a prohibitively expensive option, so it makes sense to try to find a backload."

Typically there are upward of 500 empty trucks each day registering for extra work with Freightex, and not only have the numbers of carriers increased, the company has almost doubled its customer base in the last 12 months.

“What most people want from a freight service provider is service, so we take responsibility for transporting their goods from pickup to delivery. It’s a service which is gaining momentum all the time” says Phillips.

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Editor’s note

More than just an ‘internet noticeboard’, Freightex’s multilingual operations team manages all aspects of quality assurance, payments and insurance for consignors, from accepting the load, ensuring the carrier is vetted to making sure the delivery is on time. Similarly, for carriers, it offers the opportunity of increased revenue through a reduction in empty legs, and the security of good payment terms on production of the required documentation.