



# Trust Tructyre to deliver

Andy Maggs, Regional Engineer, TNT Express



**Company:** TNT Express

**Sector:** Logistics

**Solution:** Pay as you go tyre management and call-out contract

**Key benefits:** Maximised safety and vehicle uptime  
Potential issues spotted early  
Rapid return to service

As a household name in next day parcels delivery, TNT Express is a key part of the logistics backbone of UK industry and commerce, responsible for the safe and timely delivery of approximately 100 million urgent items every year.

Fully recognising the issues its customers may face if an item is delayed, and the responsibilities it has in operating its 3,500 vehicles safely, TNT takes its vehicle maintenance very seriously.

The company's vehicles have to perform, day in day out.

Always keen to continue improving vehicle uptime rates, Andy Maggs, Regional Engineer, relates how he was part of the decision in 2006 to work with Tructyre, and has maintained this relationship ever since.

"Tructyre work with our busy Byfleet, Southampton and Alton depots, covering over 200 vehicles including articulated tractor units, collection and delivery vehicles and company cars. To deliver the levels of performance and safety TNT demand, and to do so within budget, requires that trusted suppliers like Tructyre work closely with our own workshop teams – and they do this extremely well.

Andy continued: "their personnel tend to be long term team members who have got to know our people, methods and vehicle operating needs, and this has often paid dividends. Combined with our driver safety inspections, potential issues are often spotted early and dealt with before an on-the-road incident can occur.

“ Tructyre staff go out of their way to inspect as many vehicles as they can, even those not scheduled – their attitude is like a breath of fresh air in the tyre industry. ”

When called to attend a tyre failure, Tructyre respond day or night, 365 days a year, with an average arrival time 30 minutes quicker than the national average. Andy commented that "this is essential to maintaining TNT's delivery standards which are second to none".

Tructyre work on a 'pay as you go' basis with TNT, delivering a tailored package for their fleet tyre management needs. The service covers proactive maintenance through regular inspections, stock management and of course the 24/7/365 incident recovery service.

Andy, like many of the fleet managers and engineers Tructyre work with, feels that timely and relevant information is the key to maximising return on their tyre investment and enhancing safety levels. Tructyre provide management information on expenditure, wear and damage trends which can be viewed in tandem with driver and other in-house safety inspections. And of course, more efficient use of tyres has a positive impact on our environment.

Our thanks to Andy Maggs and to TNT Express for their hospitality and for sparing the time to put this case study together

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