



CASE STUDY

LOGISTICS - CUMMER TRANSPORT

CLIENT

CUMMER TRANSPORT, Galway



Cummer Transport have been in business since 1994 and specialise in Dairy Haulage.

The business works closely with dairies, transporting milk in food-grade bulk liquid trailers – these containers and the process surrounding collection adhere to strict hygiene and safety guidelines.

Cummer Transport prides itself on transport efficiency, adherence to protocols and quality, ensuring that customers have peace of mind with respect to their product .

Details

-  Trucks
-  Litre Capacity
- 32 Counties



LOGISTICS CLIENT : ENGAGEMENT MODEL

CUMMER TRANSPORT order products weekly from Western Hygiene via the Online portal.

DELIVERY

CUMMER TRANSPORT engage with Western Hygiene as a 100% remote/digital client. This model is suited to their needs as a haulage company, working 7 days per week. Notably CUMMER TRANSPORT have commended Western Hygiene on their online finance, delivery and account services functionality in addition to product quality.

ORDER

Orders are delivered weekly; however, the client is not always on-site and thus, the Western Hygiene delivery team have access to a storage area and place the products in the designated area.

ONLINE TRACKING



Example: WH Products/Solutions supplied



Paper Products

Hand Towel
Bins



PPE

Hand Sanitiser



PPE

Face Masks
Gloves

1 Week SAVING TIME



Based on a saving 30-45 mins per week – ordering, delivery, finance reconciliation & advice.

Cummer Transport estimate that they save ~one week per year (in staff hours) by using the Western Hygiene as a hygiene partner. These cost savings related to.

- Online Ordering
- Delivery Service
- Financial Portal
- Access to Information
- Advisory Service



HOW DID THE SAVOY HOTEL DESCRIBE WESTERN HYGIENE?



KNOWLEDGE

I find the website contains lots of useful information including images, descriptions and videos but if I ever need additional advice or guidance I know I can call the office and there will always be someone helpful available to take my call.



DELIVERY

Western Hygiene manage my orders and delivery service completely online - which gives me the convenience of not having to make or receive any phone calls to place or track my orders.



EFFICIENCY

The customer portal also allows me to make payments online and view all my invoices and delivery dockets. I also like being able to browse the products in my own time as often I see they have something I need.



QUALITY

Western Hygiene products are of the highest quality, and I pass on that confidence to my customers. I know that they conform to EN Standards (registered with the department of agriculture) and that each cartridge is traceable by batch / lot number.



TESTIMONIAL



" I'm very happy with the excellent products and service that I'm getting "

John Collins / Owner / Cummer Transport