

TNT CHINA

CYBELEC NUMERICAL CONTROL TECHNOLOGY (SHANGHAI) CO., LTD

CUSTOMER STORY

Cybelec Numerical Control Technology (Shanghai) Co, Ltd, is part of Cybelec SA, a market leader in metal forming technology. Cybelec offers a complete range of high performance numerical controls to customers through its network of subsidiaries, agents and service partners.



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SUPPORTING CYBELEC'S GLOBAL CUSTOMER DEMANDS

It was a rapidly growing business that led Cybelec Numerical Control Technology (Shanghai) Co, Ltd to TNT. The increasing volume of shipments between the company and its Swiss parent, as well as to customers across Asia, became too much for its existing shipping partner to handle.

With reliable deliveries being key to customer satisfaction, the company realised it needed to look elsewhere for logistics support.

"Compared to our previous service provider, TNT has their own unique advantages, such as their European network," said Mr Chen, Cybelec's Operations Manager.

"For our business, as we are headquartered in Switzerland, a high volume of our dealings is between Europe and China. TNT's strength across both its China and European delivery networks and pricing, makes them a competitive choice between international express shippers."

ADDRESSING BOTH TRANSIT TIMES AND COST EFFICIENCY

Cybelec constantly places their customers first and works closely with its network to ensure delivery deadlines are met and customer satisfaction levels are maintained or improved. Having products reach their destination markets on time and in good condition is top of the company's list of priorities.

"There were initial challenges when we first switched to TNT, but after working closely together to align our goals, we were able to streamline most of the processes and even improve turnaround time. These improvements not only helped our operations, but our customers were also happy to be able to receive their shipments in a timely manner," added Mr. Chen.

Cybelec considered a number of shippers who offer express delivery solutions, but none of them were able to offer an integrated door-to-door delivery service, with support and knowledge in international customs clearance at a reasonable cost.

"I think this is one of the areas that TNT excels above the rest. To customers like us, we can reduce time and resources needed to manage our shipments and their expertise is also helpful in increasing our overall efficiency," said Mr. Chen.

ABOUT TNT EXPRESS

TNT Express, a FedEx company, is one of the world's largest express delivery companies. On a daily basis, TNT Express delivers close to one million consignments ranging from documents and parcels to palletised freight. The company offers road and air delivery services in Europe, the Middle East and Africa, Asia-Pacific and the Americas. TNT Express made €6.9 billion in revenue in 2015.

